Partner Basic

Partner on iOS version 2.0

User Manual

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Part 1. Welcome to Partner on iOS v2.0

Partner on iOS gives you full access to your maps, data, and map images on an Apple® mobile device with or without an Internet connection. Soon, using Partner on iOS will be second nature. Without thinking you will move around your maps, select map items, and view information about them. With a network connection you will see and track your position, find routes to map items, and update your map easily. This document gets you started and will be a useful reference later.

Note — Partner on iOS v2.0 requires the Apple operating system iOS® 7.1 or greater.

Download this manual to your device so that you can access it anytime; no Internet connection required. (Although, the initial download does require an Internet connection.) To download the manual go to *Partnersoft.com*. Under **Resources**, choose **Partner Product Documentation**. Beneath **Partner on iOS**, select the PDF or EPUB manual for your app version. (To find your version 82, go to the **System** tab, **About** pane.) Both the PDF and EPUB formats are compatible with the iBooks® app. Further information for using the iBooks app can be found in "Part 2. If You Are New to iOS Devices" 11.

Manual Conventions

Terms

cursor — Denotes your position in an area requiring a typed entry. It displays as a blinking vertical line.

tap, select, or choose — Directs you to tap your finger on the screen.

double tap — Specifies that you tap the screen twice in the same place.

drag — This action results in moving something from one place to another on screen. Use your finger to tap, hold and drag a list, switch, or screen item to a new position. Remove your finger from the screen when you reach your destination.

selection stack — A list of every item within a specified radius of your selection.

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Choose the item you want to select from the list.

scroll — Place your finger at the bottom of a Task pane and drag it up to move the lower portion into view. Drag from the top to the bottom to bring the upper area back into view.

swipe — Place four fingers on the screen. Quickly drag them right or left to switch to another screen.

mapset — A container for map data (both graphical and informational) and actions (tools for working with the data); similar to map layers in other software.

map item — Selectable element in your Partner maps. Map items have some amount of associated data. Usually, several facts about the item appear in the Selection pane, but at the very least, the item's name is provided.

Use of Fonts and Style

- Software menus, selections, and command buttons are highlighted in bold font.
- Messages displayed on the screen from the software are indicated by Courier New bold font.
- Names of interface parts are indicated by initial capitalization. If the name appears in the software, this manual matches the capitalization and punctuation used on screen.
- New or possibly unfamiliar terms are shown in italics when encountered the first time.
- Items you supply to the computer, such as search bar entries, are displayed in Courier New bold italics. For example, type ***meter.***
- A variable item or selection is indicated by a placeholder. The placeholder is a descriptive identifying phrase enclosed in brackets as demonstrated in the following example:

  From the Selection Stack list, choose **Work:[subtype name here]**.

  The [subtype name here] could be any one of the Right of Way work subtypes: Removal, Trim, Mowing, Spraying, or Trimming. The actual value that the placeholder represents, in this case the subtype, is not bracketed.

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Note — This manual references two types of "location services": Apple's Location Services (iOS controls found on your device in **Settings**) and Partner's LOCATION SERVICES (controls found within the Partner on iOS app in the **Nav** tab). Each is capitalized according to how it is shown within its software. Apple's Location Services uses initial capitalization while Partner's LOCATION SERVICES is set in full caps.

Selection Series

When directed to make a series of selections to complete a task, the selections are stated in order from first to last and separated by a right angle bracket (>). For example, **Nav>LOCATION SERVICES>Enable>ON**, directs you make four selections.

1. **Nav** tab
2. LOCATION SERVICES area
3. **Enable** switch
4. **ON** position

Tip — Sometimes a selection orients you to a place in the interface rather than requiring you to tap something. In the above example, the second selection (LOCATION SERVICES) is actually a position in the **Nav** tab and does not require any tap or input. It is intended to guide you to the area containing the third selection (**Enable switch**).

Procedures

Numbered step-by-step directions are preceded by the following Partner symbol and heading.

Here's How

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Notes, Tips, and Warnings

Special messages are labeled as Notes, Tips, or Warnings and are presented inside page wide lines as follows.

Note — The maps, forms, and reports presented in this document are examples only. Maps, forms, and reports for your organization will be different.

1.1 New to v2.0

Version 2.0 of Partner's field map viewer for Apple iOS devices provides major improvements to stability, capability, and usability.

The release is free of charge for currently licensed Partner on iOS customers. Some new features work immediately when you update the app from the App Store. Others require an upgrade to your iOS Map Publisher tools and some configuration.

Contact Partner if you have any questions, or to schedule your installation or upgrade.

Summary

The following areas have changed:

- user interface
- map rendering
- Edition management
- navigation
- licensing
- infrastructure improvements

Details

User Interface

The visual layout for all devices is completely rebuilt. It remains very similar on

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iPhone devices, but the iPad now features a flexible layout and a Quick bar 25. The Quick bar 25 has arrow controls that allow you to adjust the size of the Map and Task panes. The new layout also allows you to view the Task pane in portrait orientations.

The Quick bar also provides buttons for **Follow** and **Show Current Location** which give full-time access to these location services.

Partner on iOS now remembers more of your settings. It remembers your current map position and zoom, and it remembers which mapsets you enabled in the View tab.

The Selection pane is now scalable, so you can use pinch and spread gestures to enlarge or restore the contents.

The Update pane now provides the date and time of your last map update 38.

Map Rendering

The rendering engine is extensively reworked.

Complex linetypes are now supported, and should closely match your linetypes in the Java Map Viewer. This includes translucent line colors and line widths less than 1 pixel.

Improvements in text rendering make fonts look smoother and scale better.

Map imagery, due to its size, is always challenging to render at the real-time speeds expecte from a Partner Map Viewer. We spent substantial time optimizing this feature and improving caching so that it works well even on older devices.

Draw order is now configurable on a per-mapset basis.

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To help troubleshoot rendering performance issues, we added a Performance pane 82 with a large number of technical metrics. These can be used to fine-tune your maps for the best performance.

Generally, rendering performance is improved.

Edition Management

Map Editions provide a different set of maps and data to each designated group of users at your organization. Most commonly, Editions are defined for employees, contractors, and testing purposes. While Editions were available in Partner on iOS v1.8, v2.0 adds several improvements to make them more useful and secure.

First is the Map Data Timeout 54 feature. You can configure separate timeouts for each Edition to disable and/or delete maps after the designated period. The timer resets at each Edition update, but if a user cannot update (due to password change or to Edition or user account removal) then the software disables or deletes the map data on the device.

Second is removal of sensitive data. You can configure fields in the Map Publisher as sensitive, and then configure an Edition to blank those fields out during the iOS map conversion and posting process.

Both new features require an upgrade to Map Publisher v4.5.18.4 or higher and some Map Publisher configuration.

Navigation

Navigation and location services are easier to use due to the new Quick bar.

The locator symbol 68 is changed to improve its visibility on map imagery. Additionally, its determination of direction and location is improved. At speeds less than 10 MPH, the compass direction is used on devices that support it. At speeds of

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10 MPH and greater, the direction of travel is used. When the device is plugged into power, the Apple's highest accuracy setting is used to determine location.

Licensing

A licensing system is implemented. At present, the use of map imagery requires a current license. Future products such as Mobile Outage will also require a current license.

Infrastructure Improvements

Under the hood, Partner on iOS now supports dynamic map applications using the Partner v5 Haversack framework. The first of these will be Mobile Outage, which will be supported on iOS along with Java when that product launches. Other Partner applications and support for custom applications will follow with future Partner on iOS releases.

Several improvements have been made to Update, including automatically purging mapsets that aren't in the currently configured Edition. Storage requirement estimates are more accurate and a warning appears if your device has insufficient storage for an update.

1.2 System Requirements

This section describes the minimum hardware, network, and operating system requirements to run Partner on iOS v2.0. It also provides recommendations, since devices only meeting the minimum requirements have a shorter lifespan (e.g., likely will not be supported in future Apple operating system updates) and do not perform as well as more capable devices.

Summary

Minimum System Requirements

- Apple iOS v7.1 or later
- device compatible with Apple iOS v7.1 or later

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- 16GB of storage
- Wifi networking

Recommended System Requirements

- Apple iOS v8.1 or later
- device compatible with Apple iOS v8.1 or later
- 64GB of storage
- Wifi+Cellular networking

Details

Operating System

The Apple operating system version determines device compatibility. Partner supports the Apple iOS current major version and one previous major version. This ensures that both the hardware and operating system are well-supported by Apple as well as Partner. We further recommend that you upgrade to the latest minor version of each major version to ensure that security and stability fixes are applied to your device, and may request you to update your operating system when troubleshooting a problem with Partner on iOS.

For Partner on iOS v2.0, the current major version of Apple iOS is v8. Apple iOS v8.1 has substantial bug fixes and is therefore recommended. Apple iOS v7.1 is still supported as well. Apple iOS v6 is no longer supported.

Device

Since Apple's operating systems and hardware are tightly coupled, any device that supports the minimum Apple iOS version requirement should also be capable of running Partner on iOS.

For Partner on iOS v2.0, the current devices that support Apple iOS v7.1 and higher are:

- iPhone 4s and later

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- iPad 2 and later
- all iPad minis

The iPhone 4s, iPad 2 and original iPad mini are substantially slower than newer devices, so we do not recommend them if you are purchasing them new, especially if you're using map imagery.

Storage

The storage capacity of the device must account for the operating system, other applications, data, etc. in addition to Partner on iOS and your map data. While Partner maps are highly compressed, they do take up substantial storage space, and updates can require additional space to allow room for downloading and unpacking.

For Partner on iOS v2.0, we require at least 16GB of storage, and recommend 64GB, especially if you are using map imagery.

Network Capability

Cellular network-capable devices also include higher-accuracy GPS location hardware. This is bundled with the cellular radio, but you do not have to enable or use the cellular network features to benefit from the location hardware. Of course, you may also find use for the cellular network feature.

Since many of our customers depend upon accurate locations for their work, we recommend but do not require Wifi+Cellular devices.

Map Imagery

Adding map imagery such as aerial or satellite photos to Partner on iOS greatly increases both storage and processor usage. If you plan on using this feature with Partner on iOS, consider the Recommended System Requirements to be your minimum requirements.

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Part 2. If You Are New to iOS Devices

Apple iOS® devices are extremely easy to use once you know your way around. At first, though, the simplicity of the interface may mask the power of each device. Apple's user guides explain many features and controls that you might not discover for yourself. Instructions for accessing your user guide and specific topics pertinent to using Partner on iOS follow.

iBooks App and Apple User Guides

iOS 8 includes the iBooks app. Open it and search for your operating system version (e.g., iOS 7.1 or iOS 8) and device (e.g., iPad or iPhone). Download the Apple user guide appropriate for your device and operating system from the iBooks Store™. Use iBooks to view your Apple user guide (or other EPUBs or PDFs) anytime; no Internet connection is required.

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iOS 7.1 Tip — Download the iBooks app (Free) from the App Store℠. Even though the app is free, an Apple ID® is required to use the App Store. (See "Part 3. Install the App" 17 for guidance on using the App Store; however, search for iBooks instead of Partner on iOS.)

Download Apple's User Guide for Your Device and Operating System

If you need help using the App Store, see "Part 3. Install the App" 17. It explains how to download the Partner on iOS app, but the same procedure applies to downloading other apps as well.

The following procedure assumes you already have the iBooks app. Downloading requires an Internet connection.

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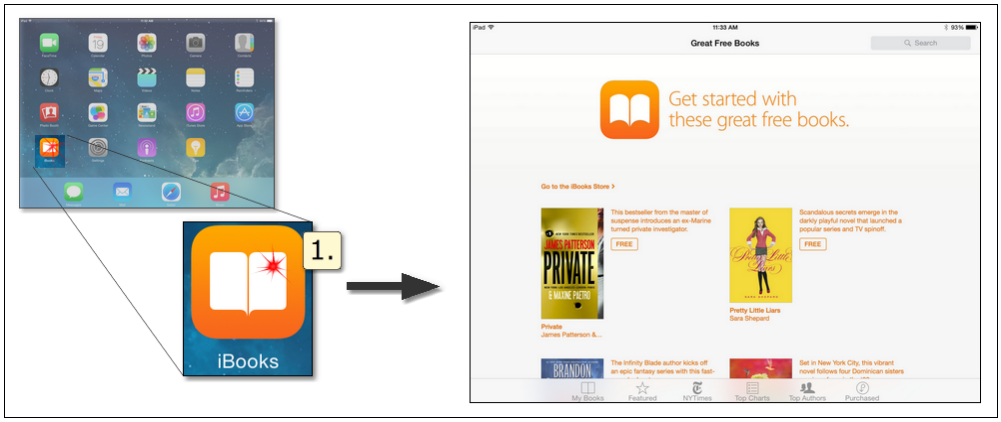
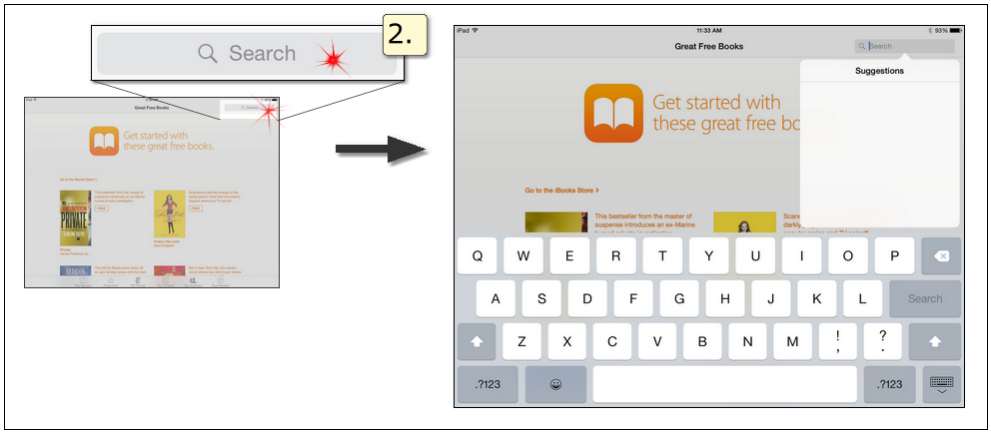
Here's How

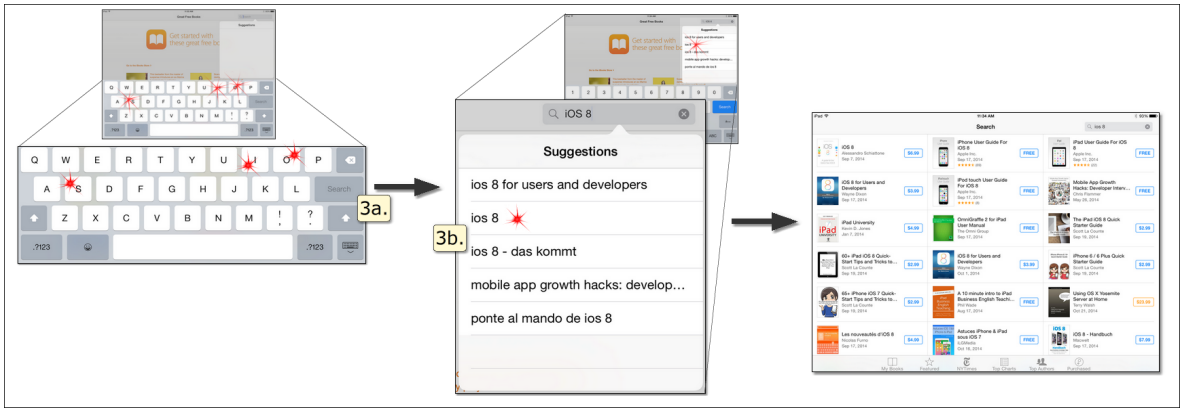
1. Tap **iBooks** on your Home screen to open the app. If iBooks opens to your Bookshelf (your Books in iOS 8.1), go to the iBooks Store (in iOS 8.1, tap Featured).



2. At the top right, tap **Search**. The on-screen keyboard appears.



3. Use your finger to type (3a.) your operating system version (e.g., iOS 7.1 or iOS 8), then select it (3b.) from the list. Your matches appear.



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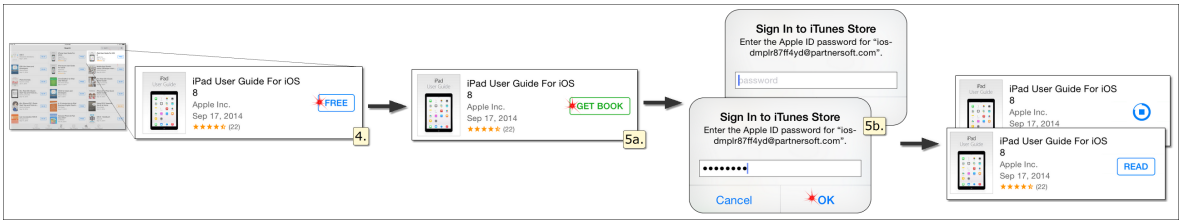
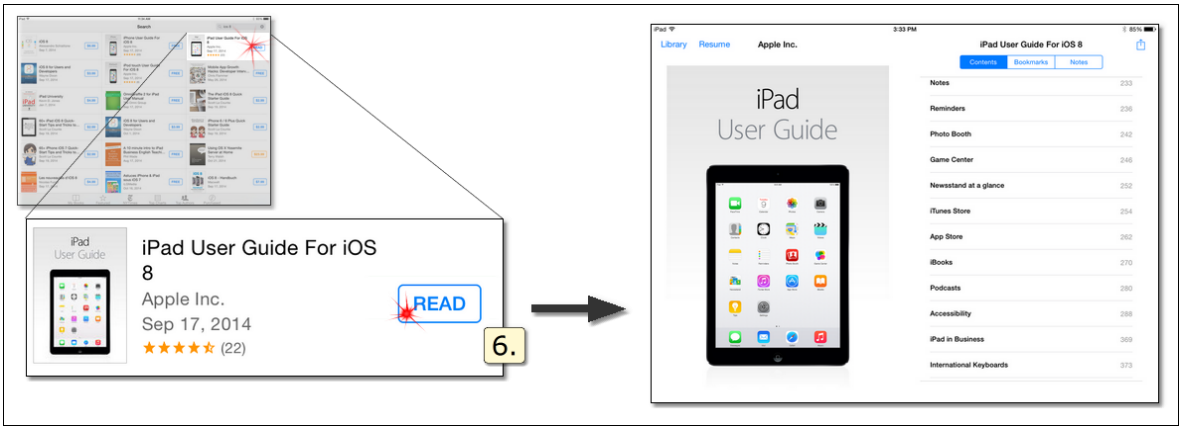
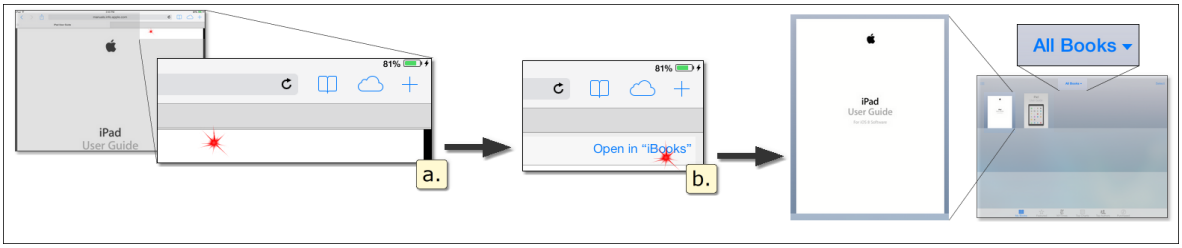
4. Tap **FREE** for the user guide for your device and operating system. **GET BOOK** appears.
5. Tap **GET BOOK** (5a.). You will be asked to enter your Apple ID if you haven't already (5b.). The guide downloads. hen the download is complete, the button says READ and appears on your iBooks shelf.



6. Tap READ to open the user guide.



Note — You can use the iBooks app to read Apple manual PDF downloads (or any other .pdf file). To get the free PDF, go to ***Apple.com*>Support.** Select your device, then select **Manuals** (left side). Choose the PDF format for your operating system to download it. When your download is finished, tap the top of the page (a.) and choose **Open in "iBooks"** (b.).



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Topics Pertinent to Using Partner on iOS

While all information in the Apple user guides is useful, certain items are essential for Partner on iOS. Become familiar with the following topics.

iOS 7.1

Table of Contents	Topic
Basics	Use Apps Customize iPad (Adjust the screen brightness) Type Text (Set options for typing.) Privacy (Location Services) Security (Use a Passcode with Security Protection; Find My iPad)
Siri®	All Topics
Maps	All Topics
App Store	All Topics
iBooks	All Topics
Appendix A: Accessibility	Invert Colors

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iOS 8

Table of Contents	Topic
Basics	Use Apps Customize iPad (Adjust the screen brightness) Type Text (Set options for typing.) Privacy (Location Services) Security (Passcode, Find My iPad)
Siri®	All Topics
Maps	All Topics
App Store	All Topics
iBooks	All Topics
Appendix A: Accessibility	Invert Colors and Greyscale

Note — This manual references two types of location services: Apple's Location Services (iOS controls found on your device in **Settings**) and Partner's LOCATION SERVICES (controls found within Partner on iOS in the **Nav** tab). Each is capitalized as it is shown within its software. Apple's Location Services uses initial capitalization while Partner's LOCATION SERVICES is set in full caps.

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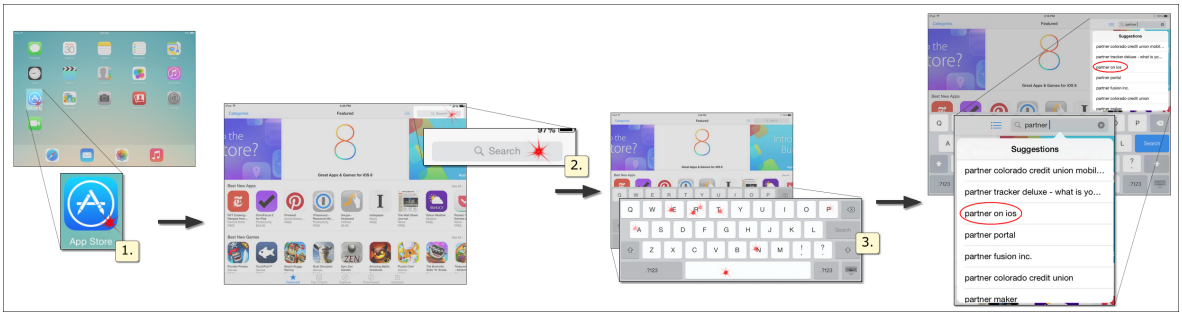
Part 3. Install the Partner on iOS App

Download Partner on iOS from the App Store℠ to your device using the Internet. Even though the app is free, an Apple ID® is required. The following steps use pictures of the iPad® as examples, but the iPhone® and iPod touch® work similarly.

Note — Partner on iOS v2.0 requires the Apple operating system iOS 7.1 or greater.

Here's How

1. Tap **App Store** on your Home screen to open it.
2. Tap **Search** in the upper left corner. The pop up keyboard appears.
3. Type ***Partner on iOS*** using your finger to tap the keys on the screen. Your matches appear as you type.



4. In Results, tap **Partner on iOS**. A window showing your match appears. Be sure to select your device (iPad or iPhone) at the top of the screen.
5. Tap FREE to download. **FREE** changes to **INSTALL**.
6. Tap INSTALL. If you are not already signed in, you may need to enter your Apple ID at this point. As your app downloads a filled square appears within the circle and the circle line becomes thicker in stages showing your progress. When your download is complete, **OPEN** appears. The Partner on iOS app is now installed on your device and the Partner App icon is placed on your Home screen.

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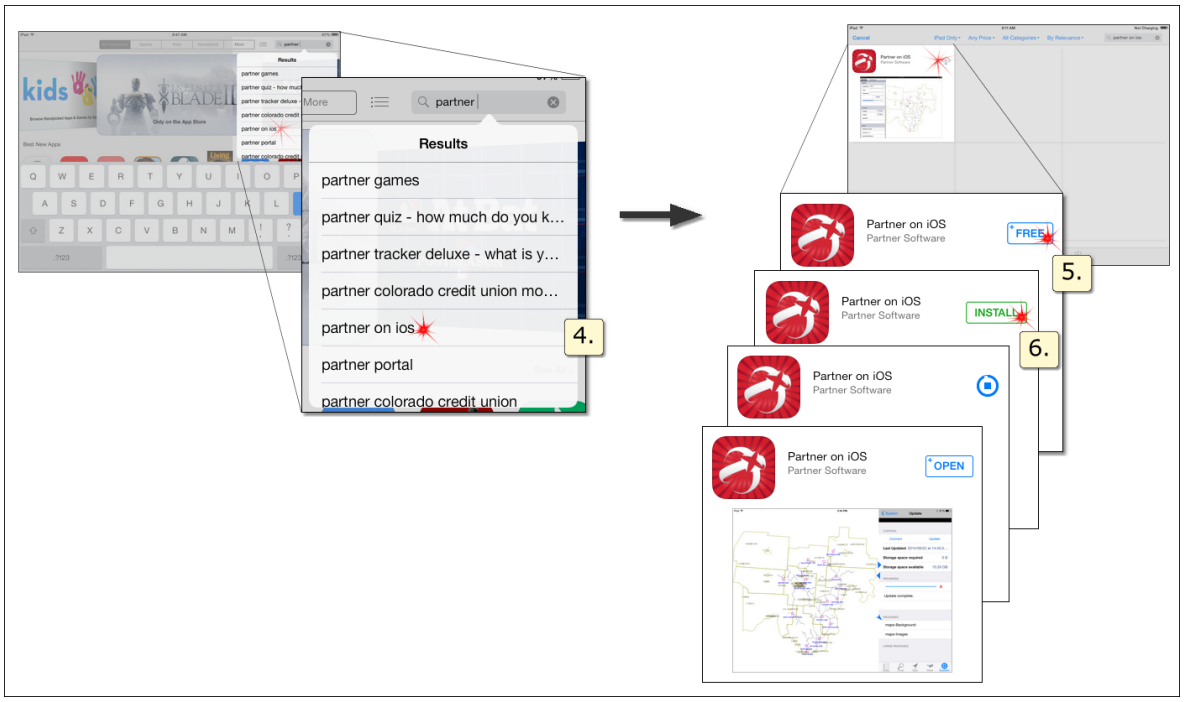
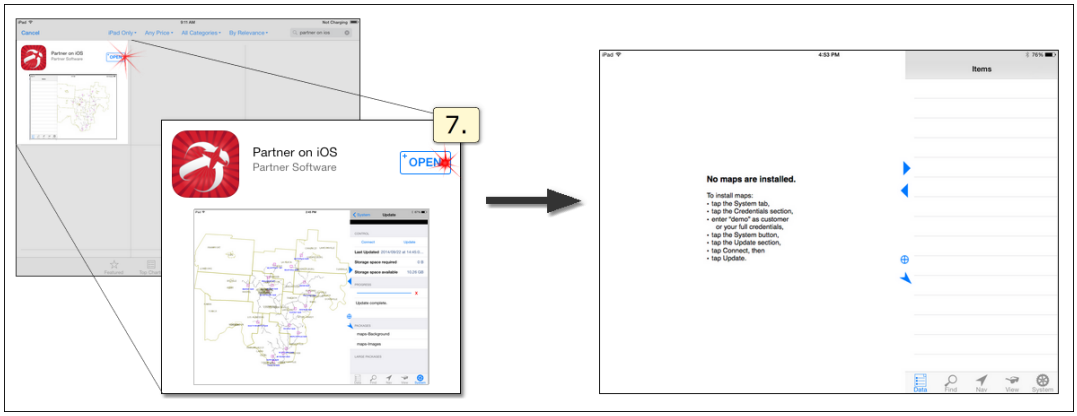


7. Tap OPEN. The App Store window is replaced by Partner on iOS.



Empty App Views (iPad)

Your newly installed Partner on iOS map pane shows a message about installing maps.

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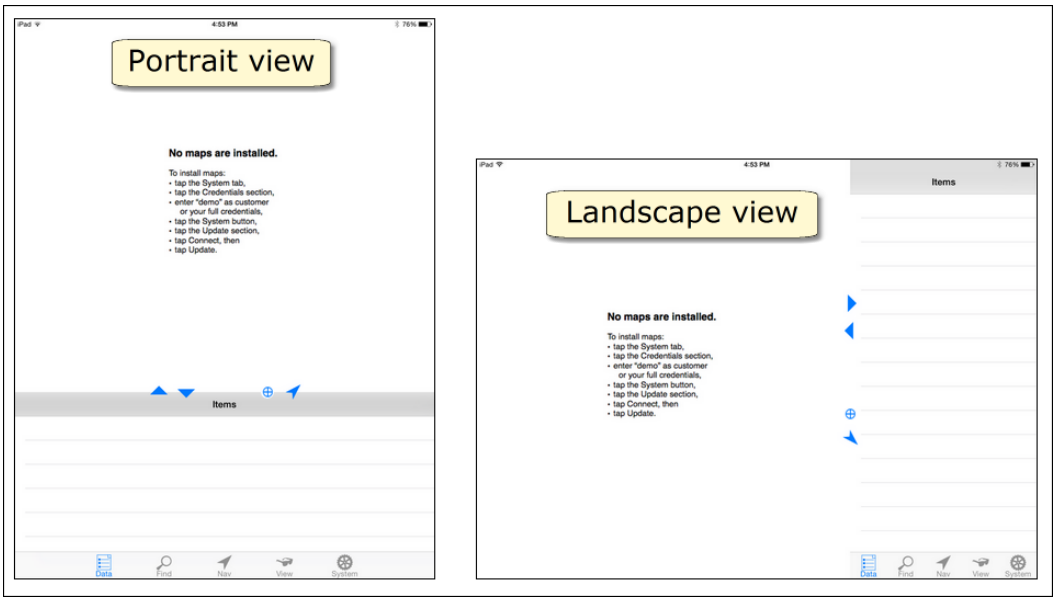

No Maps Installed

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Part 4. Start the App

Once Partner on iOS is installed on your device, open it with a finger tap to the **Partner icon** on your Home screen.

Here's How

1. Find **Partner on iOS** on your Home screen.

2. Tap the icon with your finger. The app opens.

If you just installed your Partner app, you must load your maps 44; otherwise, you are now ready to work.

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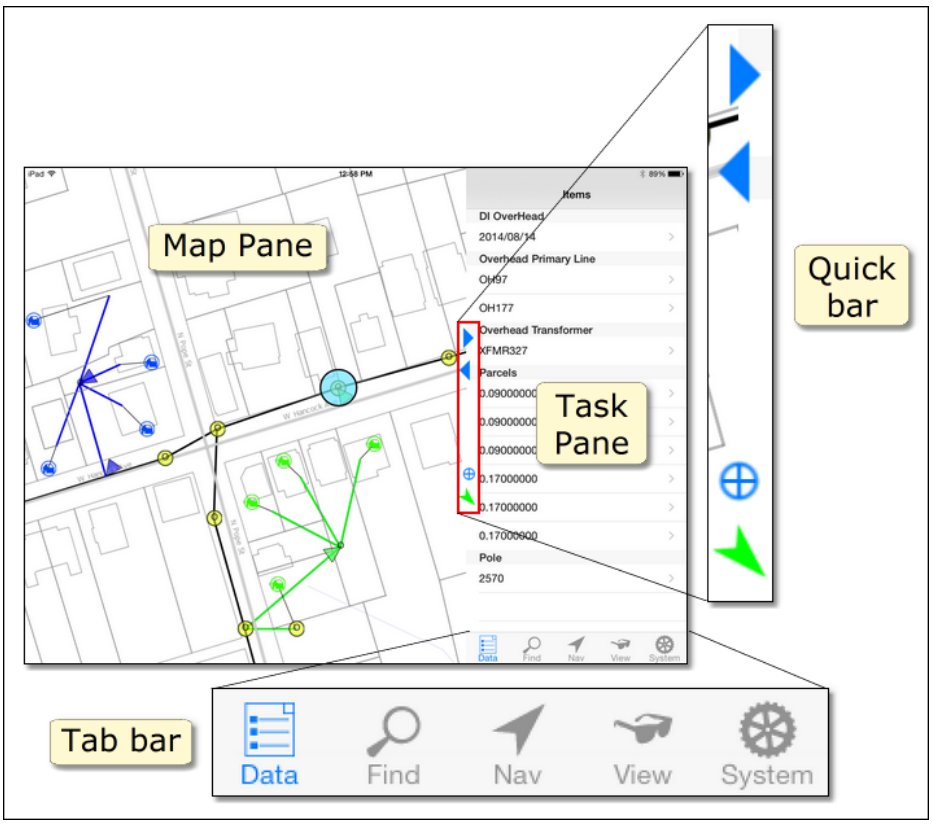
Part 5. Partner on iOS for iPad, iPhone, and iPod touch

Version 2.0 brings some of our traditional Viewer user experience to our mobile application by repositioning the Task pane from the right to the left of the landscape screen. Also, the Task pane is now available in portrait view. The Quick bar provides full time access to pane resizing controls as well as the **Follow** 73 feature.

Note — Partner on iOS v2.0 requires the Apple operating system iOS 7.1 or greater.

The iPad interface uses a side (landscape view) or bottom (portrait view) pane for tasks and data display. Use the Quick bar arrows to adjust the pane divider resizing the Map and Task pane. The Task pane comprises several panes. The Tab bar, found at the bottom of the Task pane, provides access to these panes. Each pane and its use is discussed in the sections that follow.



Partner on iOS v2.0 on an iPad (iOS 8.0.2)

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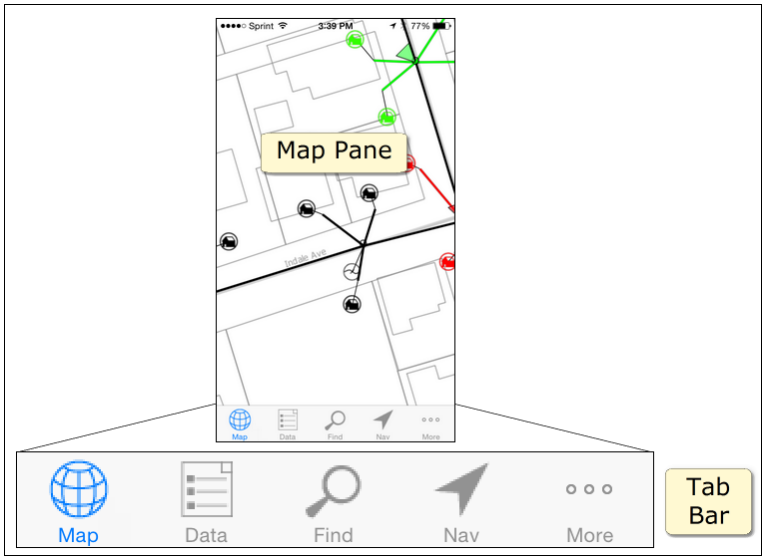
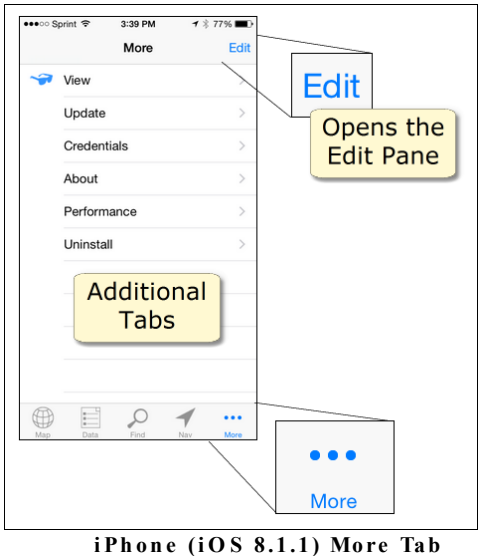
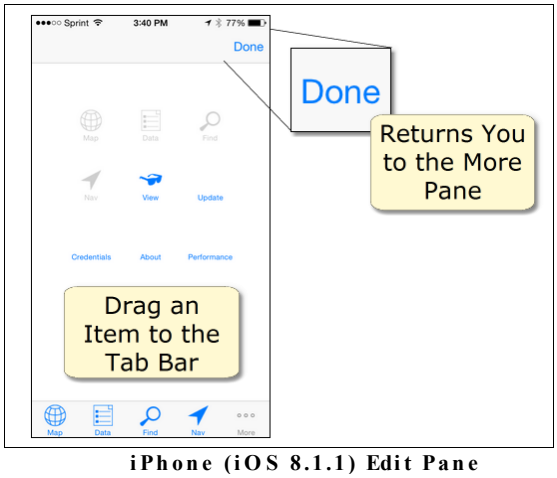
Since the limited screen size of the iPhone and iPod touch does not allow for constant map display, the interface uses a bottom tab bar to access the map, tasks, and data panes. To see your map on these small-screened devices, tap the **Map** tab. Another limitation of the small screen is the number of tabs that are visible. Since not all tabs can be shown, the iPhone and iPod touch interface uses the **More** tab for accessing additional tabs. The **Edit** button (top right of the More pane) opens the Configure pane. Use the Configure pane to choose the tabs you want available in the Tab bar. To place items in the Tab bar, drag them from the Configure pane to the bar.



Partner on iOS v2.0 on an iPhone (iOS 8.1.1)



iPhone (iOS 8.1.1) More Tab



iPhone (iOS 8.1.1) Edit Pane

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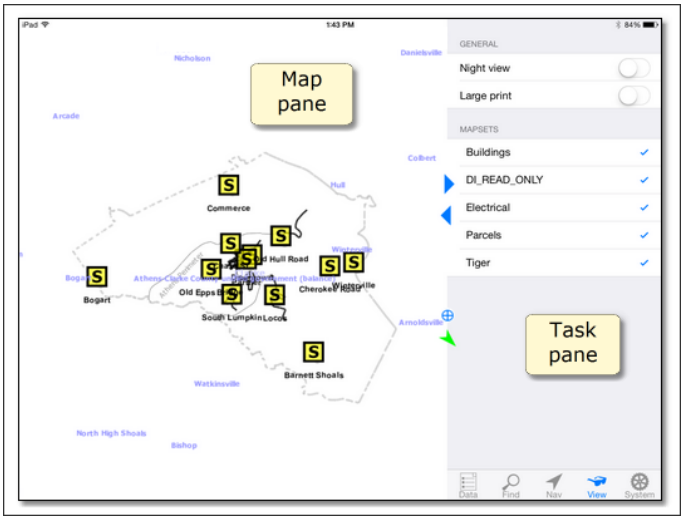
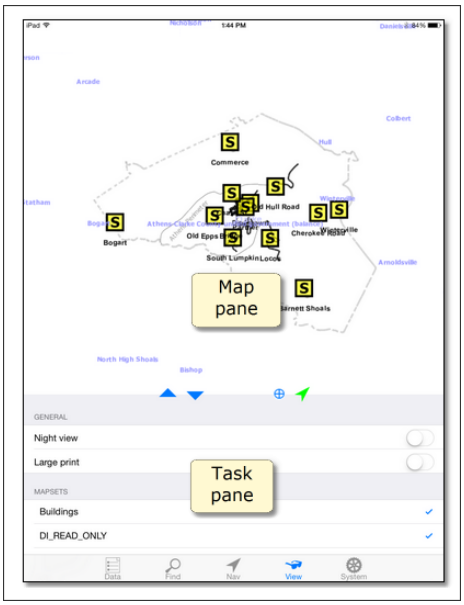
Note — This manual uses the iPad interface to illustrate the procedures for using Partner on iOS v2.0. When using the iPhone or iPod touch, you must add an extra step to access your maps (**Map** tab). Also, you must use the **More** tab to get to tabs not shown in the Tab bar.

5.1 Meet the Partner on iOS iPad Display

The iPad Partner on iOS display consists of the Task and Map panes.



Landscape view



Portrait view

The Quick Bar

The Quick bar, located between the Map pane and Task pane, provides full time access to pane resizing controls and Follow, the Partner on iOS tracking feature. Tap a control to use it.

Note — To use the Quick bar **Follow** and **Current Location** control, Apple's Location Services 11 must be on.

Warning — If you are working within the map at a location other than your physical location, tapping Follow or Current Location immediately changes your map view.

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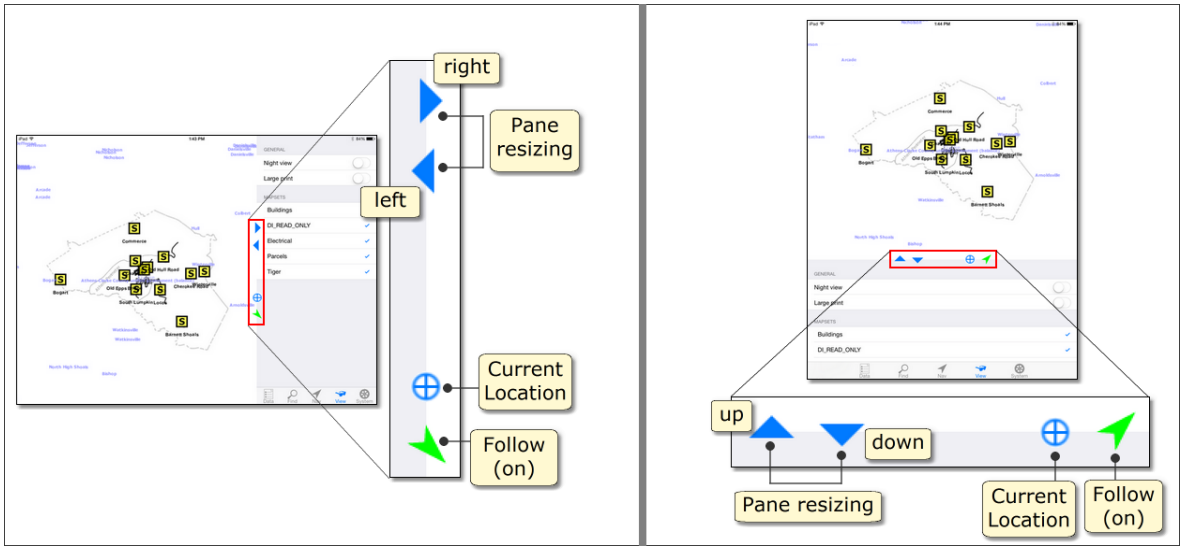
The following figure shows the location of the Quick bar buttons. Their functions are listed below the figure.



iPad Quick Bar

left or up button — decreases the size of the Map pane and increases the size of the Data pane.

right or down button — increases the size of the Map pane and decreases the size of Data pane.

arrow button — initiates the Follow feature by automatically turning on the Partner on iOS LOCATION SERVICES Enable and Follow switches. When on, the arrow shows green.

current location button — enables the Partner on iOS LOCATION SERVICES and automatically pans to your location on the map. The Locator symbol appears on the map and represents you.

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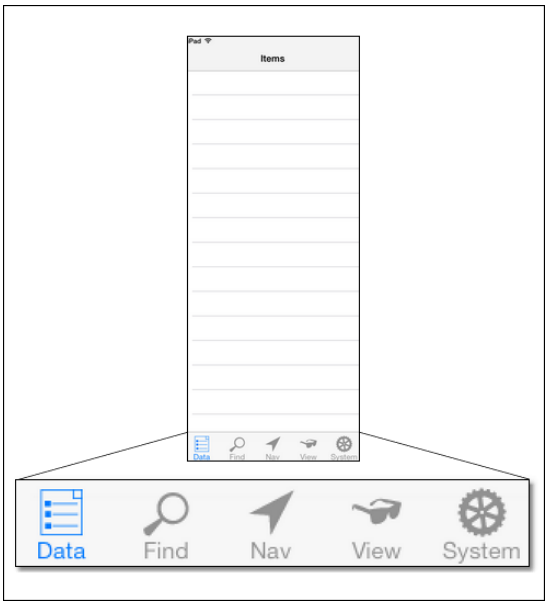
Task Pane Tabs

In the Task pane, tabs access specific types of controls and displays. The tabs are **Data**, **Find**, **Nav**, **View**, and **System**. To open a tab, tap it. The next few topics provide a description of each pane and its parts.



Task Pane Tab Bar (iPad)

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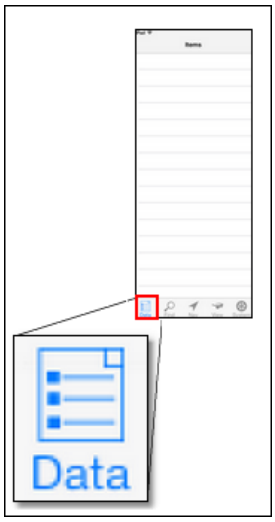
5.1.1 Data Tab

Tap a map item to select it. Some map locations have items placed close together making individual selection impossible. Partner on iOS lists all items within a specified radius of your tap. This list is called the *selection stack* 1. Tap the **Data** tab to view the list of items included in your selection radius, then tap an item in the list to view its data. The **Data** tab consists of two panes, Items and Selection. The Items pane 28 shows your Selection Stack list. The Selection pane 29 shows information for a specific item.



Data Tab

5.1.1.1 Items Pane

All items included in your selection stack appear in the Items pane of the **Data** tab. Tap an item in the list to open the Selection pane 29 and view the item's associated data.

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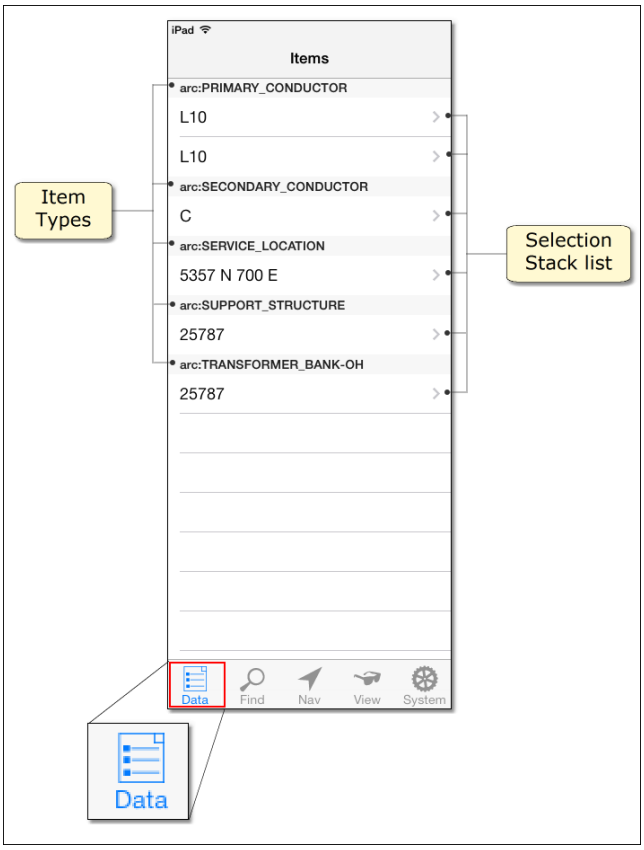

Data Tab Items Pane

Selection Stack list — Items included in a specified radius of your on-screen tap. The resulting group of items is called a selection stack. The Items pane shows your Selection Stack list. Tap an item to select it and view its information in the Selection pane.

Item Types — Categories of items in your map.

5.1.1.2 Selection Pane

View map item data in the Selection pane of the **Data** tab. When selecting on the map 61, tap the **Data** tab to see your Selection Stack list (Items pane 28). Tap the item in the list and the Selection pane opens displaying the information for that item. When using Find 64, select the item from the **Results** list then tap the **Data** tab. The Selection pane automatically opens and shows information for your chosen item. Double tapping the item in the **Results** list selects it and automatically opens the Selection pane.

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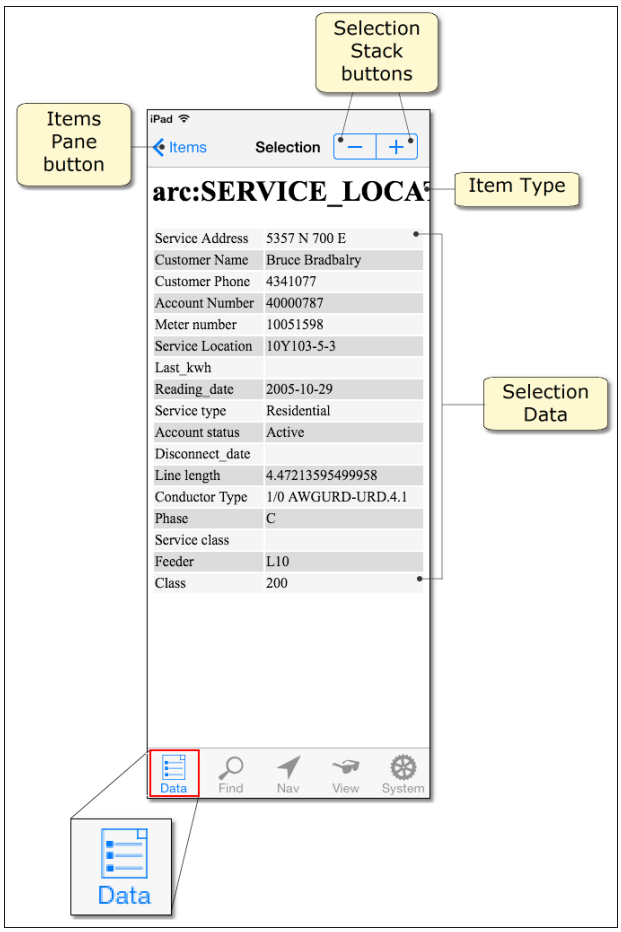
Note — You can zoom the Selection pane content in the same way you zoom the map: use the spread gesture 57 to zoom in, enlarging the text; use the pinch gesture 57 to zoom out, returning to the default size.



Data Tab Selection Pane

Items Pane button — Tap this button to return to the Items pane to see the Selection Stack list.

Selection Stack buttons — These buttons move through your selection stack item-by-item and display each item's data in the area below. Move forward using + (plus) and backward using − (minus). At the the end of the list the display area clears. Use the opposite button to move back through the items.

Item type — Identifies the category of map item; used to divide map items into

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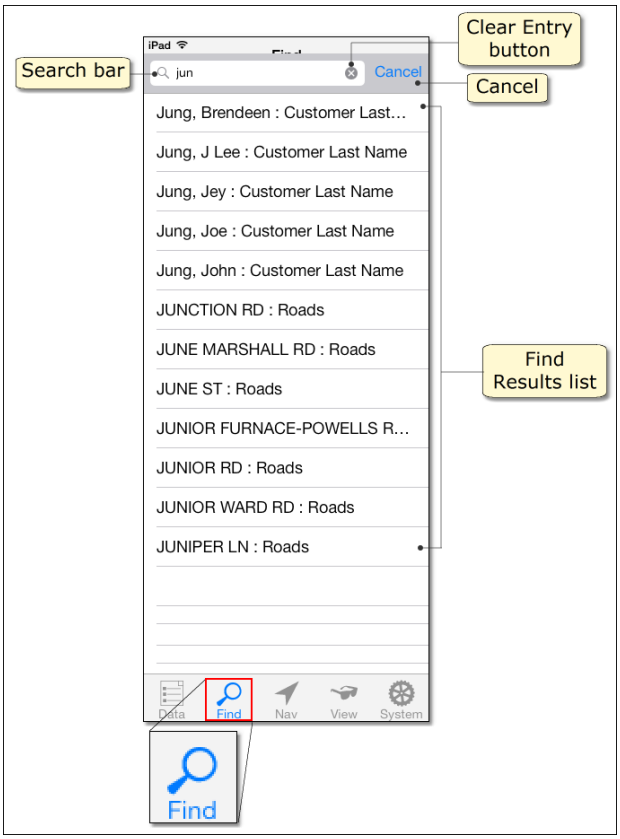
groups for easier retrieval and identification.

Selection Data — Information associated with the selected map item.

5.1.2 Find Tab

Use the **Find** tab to locate and select a map item. The **Find** tab is composed of the **Search** bar, **Clear Entry** button, **Cancel** button, and Results list. In Partner on iOS, Find eliminates the need to choose a Find type; enter what you are looking for and Find returns matching items of all types. Double tap an item in the Results list. The map pane pans to and selects the item while the Selection pane opens and displays the item's data.



Parts of the Find Pane

Search bar — Search for a map item by typing unique identifying information here. Matches appear as you type.

Clear Entry button — Tap this button to remove all characters from the **Search** bar.

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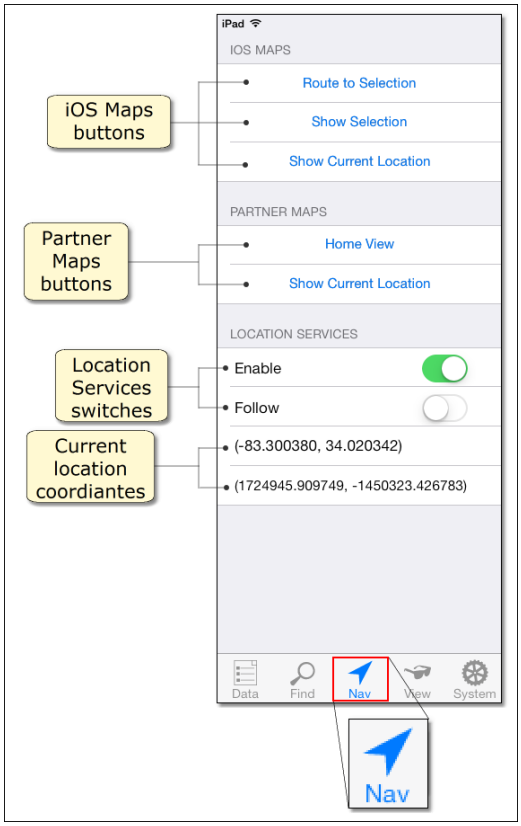
Cancel button — Clears the **Search** bar and closes the on-screen keyboard; especially useful when using the iPhone or iPod touch since their on-screen keyboards have no **Close Keyboard** key.

Find Results list — Scrollable list of matches for the data entered in the **Search** bar. Tap an item in the list to select it. Double tap an item in the list to select it and open the Selection pane automatically.

5.1.3 Nav Tab

The **Nav** tab contains controls for the iOS-provided Maps app and Partner's Location features. To use most of these, Apple's Location Services must be turned on for your device (**Settings>Privacy>Location Services>On**). If the necessary location services are not enabled, the associated buttons appear greyed out and are not operable.



Parts of the Nav Pane

iOS Maps buttons — These buttons operate with the iOS-provided Maps app in

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conjunction with Partner map selections. Choosing a button from this pane opens the iOS-provided Maps app to provide routing and location information for Partner map locations.

Route to Selection 78 ***button*** — Select an item in your Partner maps, then select this button to open the iOS-provided Maps app. Your current location and the selected item location are marked and routing suggestions are given from your location to the selected Partner map item. This action requires Apple Location Services, Partner LOCATION SERVICES, and a network connection.

Show Selection 76 ***button*** — Opens the iOS-provided Maps app and displays the location of a selected Partner map item. This action does not require Apple or Partner location services. A network connection is required for full access to iOS Maps data.

Show Current Location 76 ***button*** — Opens the iOS-provided Maps app and displays your current location. This action requires Apple Location Services, Partner LOCATION SERVICES, and a network connection. location

Partner Maps buttons — These buttons operate with your Partner maps.

Home View button — Navigates immediately to key map view, showing your entire service in the Map pane. This action does not require Apple Location Services, Partner LOCATION SERVICES, or a network connection.

Show Current Location 71 ***button*** — Navigates to and marks your location with an arrow on your Partner maps. This action requires Apple Location Services, Partner LOCATION SERVICES, and a network connection.

Location Services switches — Allow you to find your location in the Partner and iOS-provided maps. Apple's Location Services must be enabled (**Settings>Privacy>Location Services>On**) for your device. A network connection is required to access the iOS-provided Maps app data.

Enable 68 ***switch*** — Switch to the **On** position to use **View Your Current Location** (Partner Maps button) or to the iOS Maps **Route to Selection**

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and **Show Current Location** buttons. If Apple Location Services is not on, the message **`disabled on device`** appears. In this case, go to your device **Settings>Privacy>Location Services** and turn on Location Services.

Follow 73 ***switch*** — When in the **On** position, the Map pane centers on your location in the Partner map as you travel. The Partner Locator 68 shows your place in the map. The **Enable** switch must be positioned **On**.

Current Location coordinates — When the **Enable** switch is turned **On** in conjunction with Apple Location Services being on, your location coordinates display here. The top set are map coordinates while the bottom set are longitude, latitude coordinates.

5.1.4 View Tab

Customize your map view in the **View** tab. Alternative viewing options help you see the map during adverse conditions. Show or hide mapsets to reduce clutter. Your mapset visibility selections are remembered when you restart Partner on iOS.

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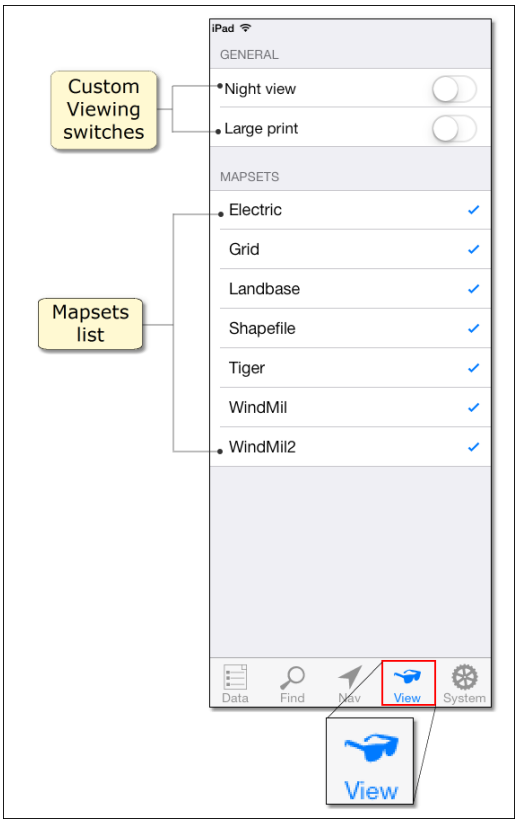

Parts of the View Pane

Custom Viewing switches — Optional switches for adjusting your map view.

Night view switch — In the **On** position, this switch changes the map background to black and adjusts the color of map items and text for easier viewing in low light conditions.

Large print switch — In the **On** position, this switch enlarges map labels and points for easier reading.

Mapsets list — All available mapsets 2 are listed here. You can show or hide mapsets at your convenience. Checked mapsets are visible; unchecked mapsets are hidden. Tap a checked mapset name to remove the check and immediately hide the mapset; tap an unchecked mapset name to restore the check and view the mapset.

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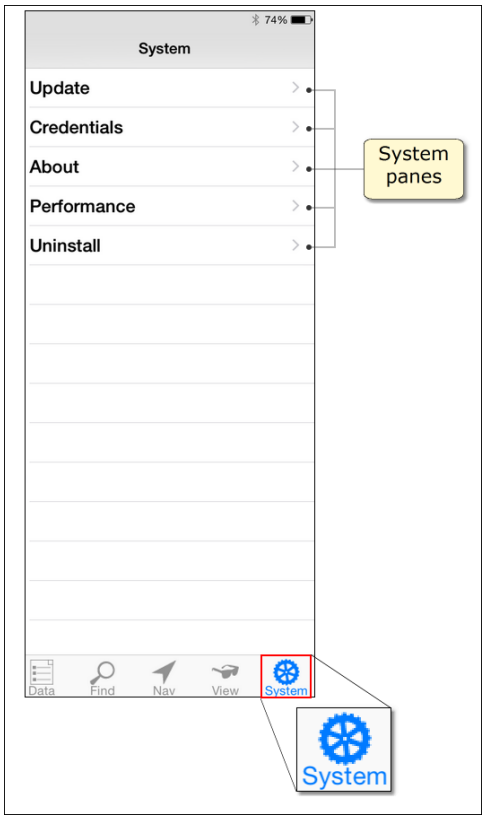
5.1.5 System Tab

Type in your credentials, load, update or delete individual mapsets, delete all maps and information, and find information about the Partner on iOS software performance, version, and build in the **System** tab. The **System** tab contains six panes: **Update**, **Credentials**, **About**, **Performance**, and **Uninstall**. Tap **System** in the Tab bar to access the list of panes. Tap the pane name to open it.

Note — Once you select a pane from the System menu, Partner on iOS remembers it for your current session. Each time you select System, it opens to the pane you previously selected. Restarting the app clears your pane selection so that when you select the System tab, the menu appears.



System Tab Panes List

Update pane 37 — After successfully entering your credentials and connecting to Partner's secure server, mapsets available to you are listed here. Make your

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mapset selections here then tap update to download them to your device. You can also remove individual mapsets from your device using this pane.

Credentials pane 39 — Contains entry areas for **Customer**, **Edition**, **User**, and **Password** necessary for accessing new and updated mapsets.

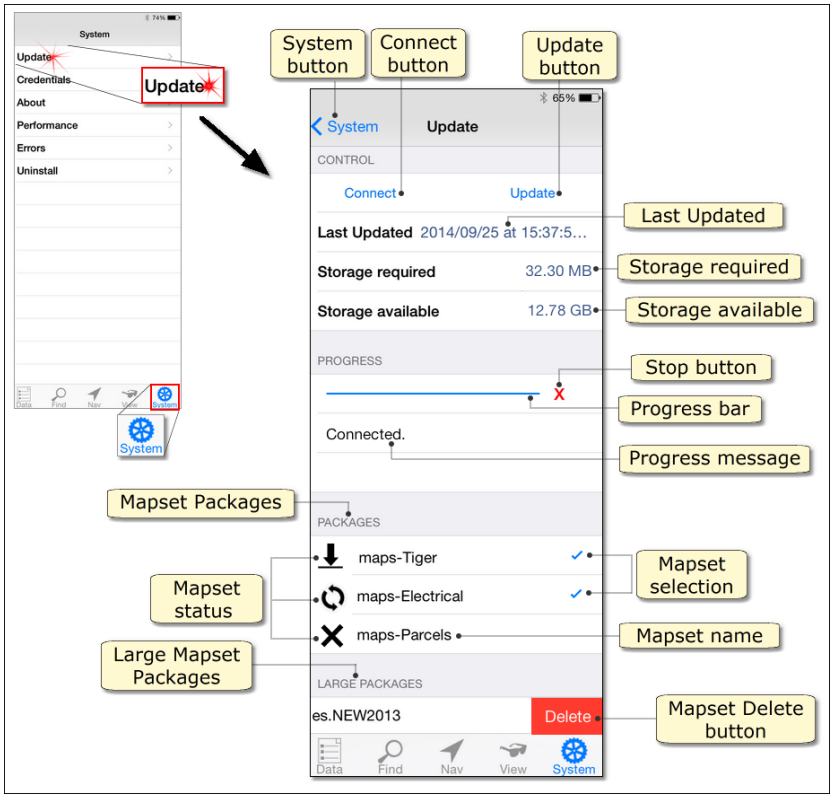
About pane 41 — Identifies the application, version, and build.

Performance pane 41 — Lists rendering rates in frames per second and other performance metrics. Useful to Partner support when you seek help.

Uninstall pane 43 — Deletes all maps and data with one click from your application and device.

5.1.5.1 Update Pane

Load new mapsets, update installed mapsets or delete out-dated mapsets using the Update pane.



System Tab Update Pane

System button — Returns you to the **System** menu.

Connect button — Connects to Partner's secure server to access new and updated

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mapsets.

Update button — Starts the download of new and/or updated maps. You must have entered (or remembered) correct **Customer**, **User**, and **Password** information (see the section, "5.1.5.2 Credentials Pane" 39) for the update to be successful. Requires a connection to the Internet.

Last Updated — Identifies the date and time of your device's most recent map update.

Storage required — The amount of space necessary on your device to download and unpack selected mapsets. If the map Edition you are preparing to install is smaller than the Edition currently installed, the Storage required value is appended with **`less`** (e.g., 18.20 MB less). An error message appears if your device has insufficient storage space and you attempt to update.

Storage available — The amount of unused storage space currently available on your device.

Stop button — Interrupts and terminates your active download of new and updated mapsets.

Progress bar — Shows the pace of your download and unpack process. The bar fills from left to right as your download advances and unpacks.

Progress message — Provides information about your download and unpack process including the download rate (bits per second). When finished, the message **`Update Complete.`** appears

Mapset selection — New and updated mapset packages automatically display a check mark indicating they are selected to load. To de-select, tap the mapset name; the check mark disappears and the mapset is not selected to load.

Mapset name — Identifies each mapset package and is usually descriptive.

Mapset Delete — To pull **Delete** into view, slide your finger horizontally from right to left across the mapset package name. To hide **Delete**, slide your finger again from left to right. Tapping **Delete** for an installed mapset (, , or no symbol) removes it from your device. Tapping **Delete** for an new mapset ( ) removes it from the Packages list; tap the **Connect** button to replace it in

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the list.

Large Mapset packages — Any mapset package greater than 500MB in size. Typically, aerial images are found in this list. Because of their size, large packages require a reliable and uninterrupted Internet connection and take longer to download and unpack. For these reasons, it is not recommended that you attempt to install these packages while working in the field. Wait until you are back at the office.

Mapset status — A symbol represents whether a mapset package is new, updated, or not found on the server. If a mapset shows no symbol, then the mapset on your device matches the mapset on the server and has not changed. See the topic, "5.2.2 Load and Update Mapsets" 47 to find out more about mapset status symbols.

Mapset packages — Lists mapset packages on your device and available from the server. This list contains all mapset packages less than 500 MB. By default, all new or updated packages are selected to load.

5.1.5.2 Credentials Pane

Type your authorization information in the Credentials pane. Test your network connection and your **Customer**, **Edition**, **User** and **Password** entries with the **Test Connection** button. Save your information by turning on the **Remember** switch so you don't have to re-type everything next time.

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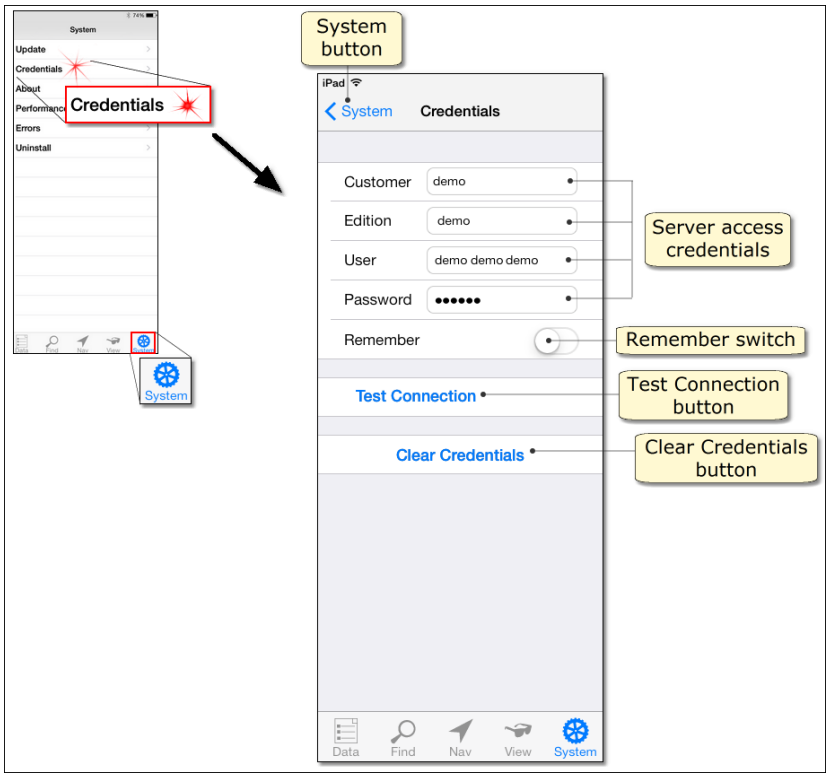

System Tab Credentials Pane

System button — Returns you to the **System** menu.

Server access credentials — Provided to you from Partner during installation. Allows access to new and updated mapsets.

Remember switch — When switched **On**, your update credentials are retained whenever the app restarts. Your credentials are remembered when your device sleeps, is turned off, or you close the app.

Test Connection button — Verifies your authorization information and tests your Internet connection.

Clear Credentials button — Deletes all entry areas at once.

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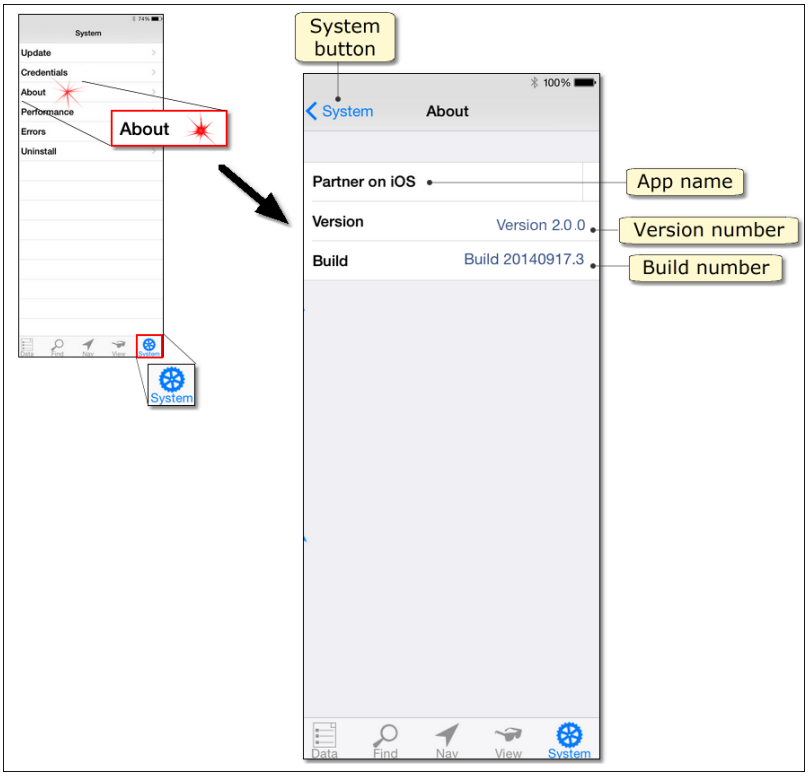
5.1.5.3 About Pane

Find out your Partner on iOS version and build in the About pane. This information is important to know when calling Partner Support about Partner on iOS issues.



System Tab About Pane

System button — Returns you to the **System** menu.

App name — Identifies the application.

Version number — Identifies the version installed on your device.

Build number — Identifies the build installed on your device.

5.1.5.4 Performance Pane

Find information about the Partner on iOS software rendering rates and memory usage in the Performance pane. This information is important to know when calling Partner Support about Partner on iOS issues.

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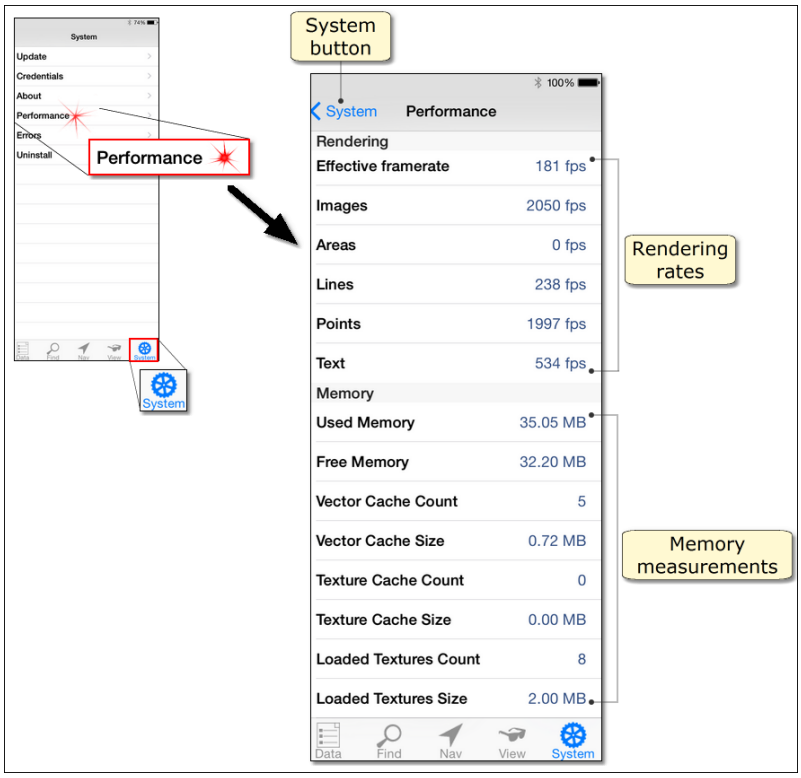

System Tab About Pane

System button — Returns you to the **System** menu.

Rendering rates — List of frames per second (fps) for different parts of the map. Provide this information when calling Partner Support.

Memory measurements — List of various memory metrics helpful to support personnel when troubleshooting problems.

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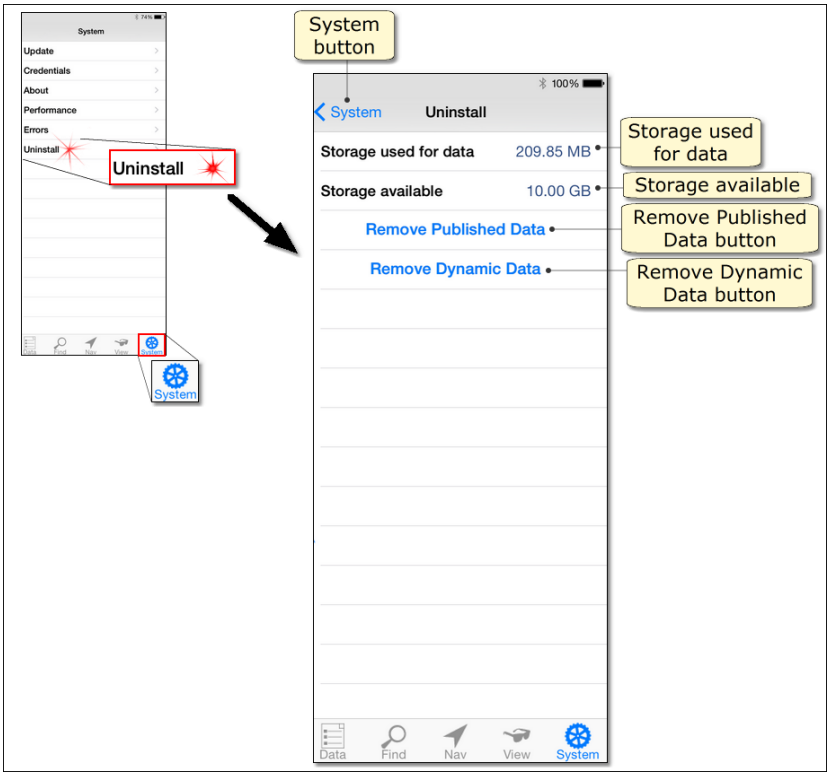
5.1.5.5 Uninstall Pane

To clear Partner on iOS of all maps and data, use the Uninstall pane.



System Tab Uninstall Pane

System button — Returns you to the **System** menu.

Storage used for data — The amount of your device's storage space being used for Partner on iOS data.

Storage available — The amount of unused storage space on your device.

Remove Published Data button — Deletes all static data from your device without affecting the app itself.

Remove Dynamic Data button — Deletes all dynamic data from your device without affecting the app itself. If you only use Partner on iOS for map viewing, this button has no effect.

5.2 Start Using Partner on iOS

Partner on iOS is a free app 17 available on the App Store℠. It is useless, however, without Partner maps to view (Partner Basic Platform required). Contact Partner

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Software Sales (800-964-1833) for more information on obtaining the Partner Basic Platform license, Partner on iOS license, and Partner Map Image Viewing license.

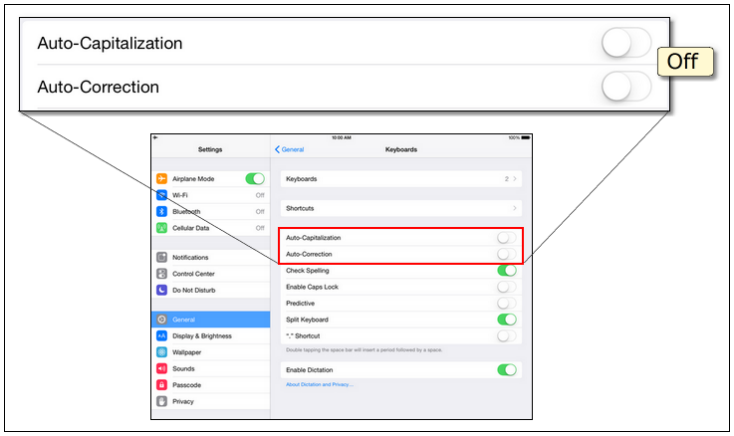
The Partner Map Publisher converts your traditional Partner maps to the Partner on iOS format. The Map Publisher provides settings allowing for two timeout stages 54 for Partner on iOS map Editions 45. Timeouts are intended to protect your organization's information when providing maps to contractors and non-employees.

This section explains how to type in your credentials and then load, update, and manage your maps.

5.2.1 Type In Your Credentials

The **Credentials** 39 pane 39 is found within the **System** 36 tab 36. Your credentials are your key to our secure server and your maps. This information comprises four parts: **Customer**, **Edition**, **User**, and **Password**. Partner provides your necessary credentials during set up and configuration. If you do not know your credentials, see your administrator.

Tip — When typing in your credentials, the iPad default keyboard settings for Auto-Capitalization and Auto-Correction can be frustrating. To manage these keyboard settings, select **Settings** from your Home screen and then choose **General>Keyboard**.



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Partner on iOS can remember your credentials so you don't have to enter them each time. Turn on the **Remember** switch to save your credentials. (See the Note following the procedure.)

To delete all credential entries, tap **Clear Credentials**.

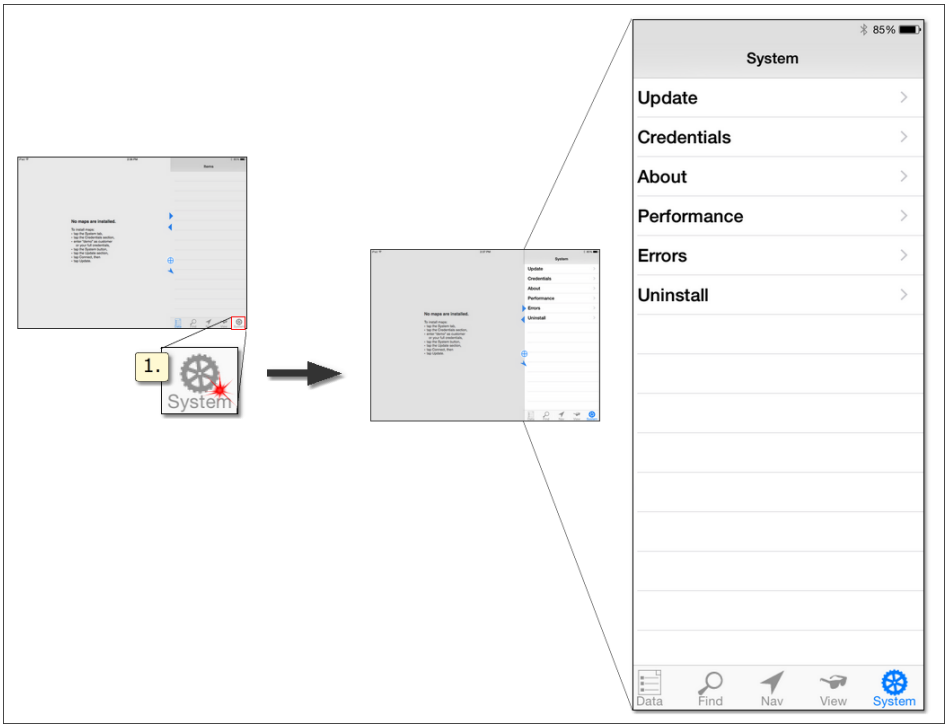
Edition

In Partner on iOS, an Edition is a set of maps and data tailored for a specific group of workers. For instance, an Edition for contractors might contain a limited amount of customer information while an Edition for employees would include much more customer information. Editions may also be designed for different departments within your organization.

Type in Your Credentials

Here's How

1. In the Tab bar, Tap **System**. The **System** menu appears.



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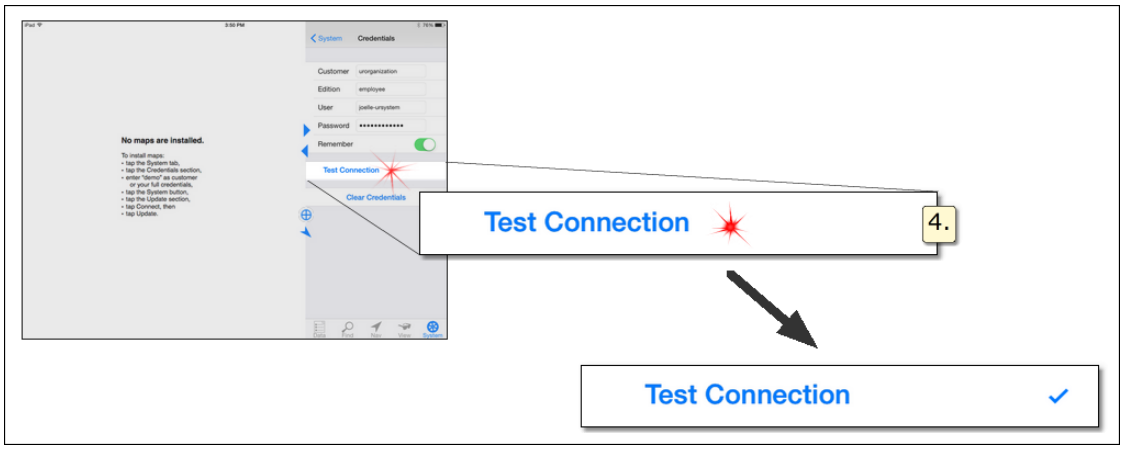
2. In the list, tap **Credentials** to open it.
3. Tap an entry area (3a.) to enter your sign in information (provided by Partner during installation). The pop up keyboard appears. Use your finger to type in your information. Tap in the next entry bar and enter your data there. Repeat until you have typed in your credentials for each field (**Customer**, **Edition**, **User**, and **Password**). To close the keyboard, tap (3b.) the lower right **Keyboard** key (iPad) or **Done** button (all devices).

4. Tap **Test Connection**. A check mark appears when a connection is established with our server. An Error window appears describing your issue if there is a problem. Possible errors include inaccurate credentials (try re-entering your data) or a failed network connection (check your device's network connection in **Settings**).



5. After successfully entering your credentials, return to the System pane by tapping **System** (upper left), then tap **Update** in the list. See the section, "5.2.2 Load and Update Your Maps" 47 for more information about downloading

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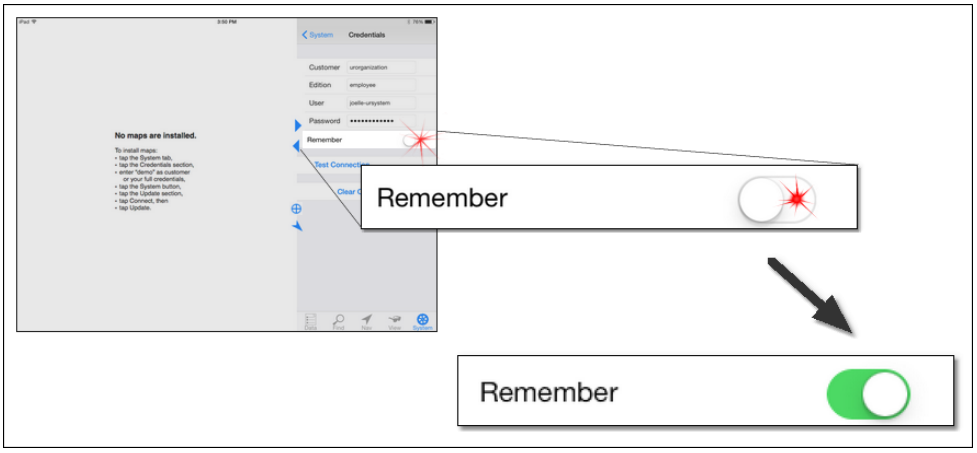
maps to your app.

Note — If you want Partner on iOS to remember your credentials so that you don't have to type them in again, switch **Remember** to the **On** position.



5.2.2 Load and Update Mapsets

Use the Update pane (found within the **System** tab) to load maps and images (mapset packages) to your device. After connecting to Partner's secure server (**Test Connect** button on the Credentials pane or **Connect** button on the Update pane), mapsets available to you are listed under PACKAGES and LARGE PACKAGES. Mapsets larger than 500MB (e.g., images) are classified as large packages. New, updated (changed since you installed them), and installed mapsets are listed. The symbol preceding each mapset name conveys status. The following table defines each symbol.

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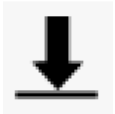
Mapset Symbol	Description	User Choices
	New; This mapset is not currently on your device.	• Select to download. • Deselect and download at a later time.
	Update; This mapset has changed and is different than the mapset on your device.	• Select to download. • Deselect and download at a later time.
	Invalid mapset; not included in your Edition. This mapset is on your device, but is not part of the Edition you are installing or is no longer included in the Edition you are updating. It will be deleted from your device during the Update process.	• Leave as is.
(no symbol)	No Change; The mapset on your device matches the mapset on the server.	Leave as is.

A check mark following the package name shows it is selected for downloading. By default, packages with the (new) and (updated) symbols are selected to load; those with no symbol (unchanged) and (invalid) symbol are not selected. Large packages (greater than 500MB) are the exception. You must select large packages to have them included in your download. Because of their size, large mapsets take more time to install. Consider your wait time and your network reliability when deciding whether to accept large packages.

Mapsets showing are deleted during the Update process.

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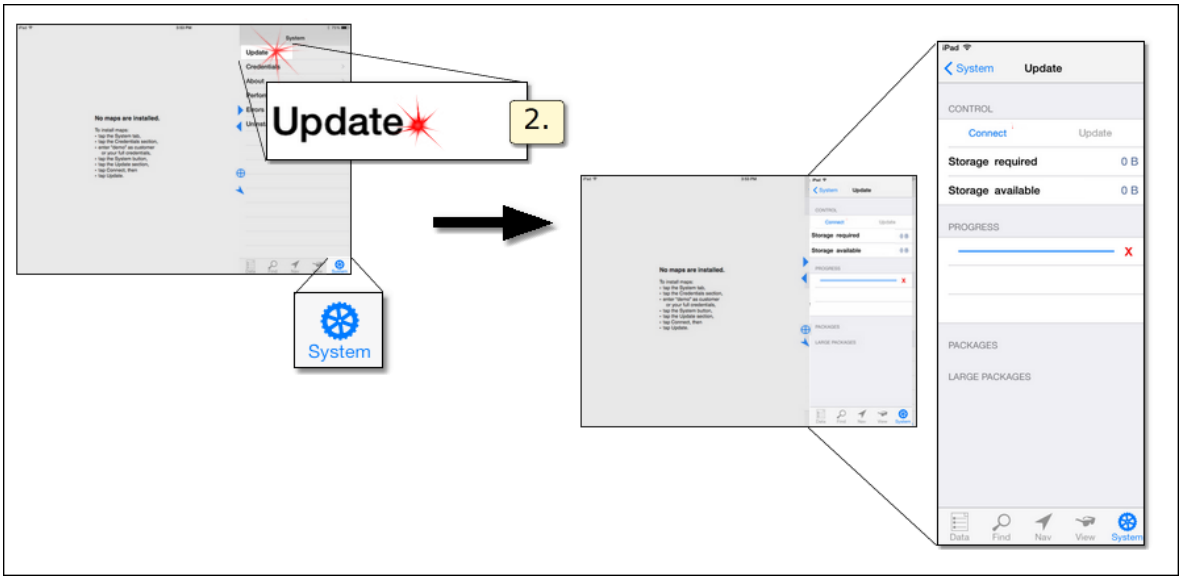
Note — Consider the Storage required and Storage available sizes (top of the Update pane under CONTROL) when choosing packages to download. Reliability of your network connection should also be a factor; interruption of your connection could cause your update to fail. If you attempt to update and your device has insufficient storage space, an error message appears.

Tip — If the map Edition you are preparing to install is smaller than the Edition currently installed, the Storage required value is appended with **`less`** (e.g., 18.20 MB less).

Here's How

1. Tap the **System** tab to see the list of System panes.
2. From the list, choose **Update** to open the Update pane.



3. Tap **Connect** (3a.)to confirm your connection and update your Packages lists. The Progress message states **`Connected.`** and the **Update** button becomes active. Check the Storage required and Storage available amounts (under CONTROL) to ensure your device can hold your maps. Mapsets available for download as well as mapsets already on on your device are listed in the

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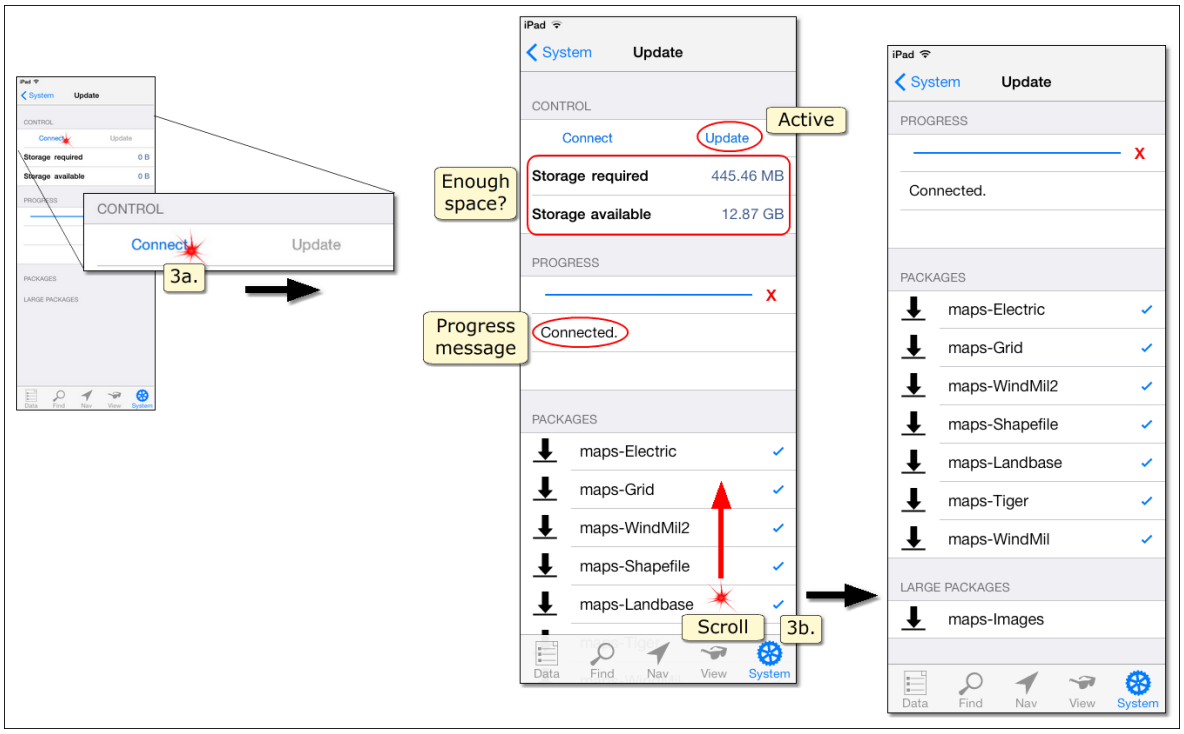
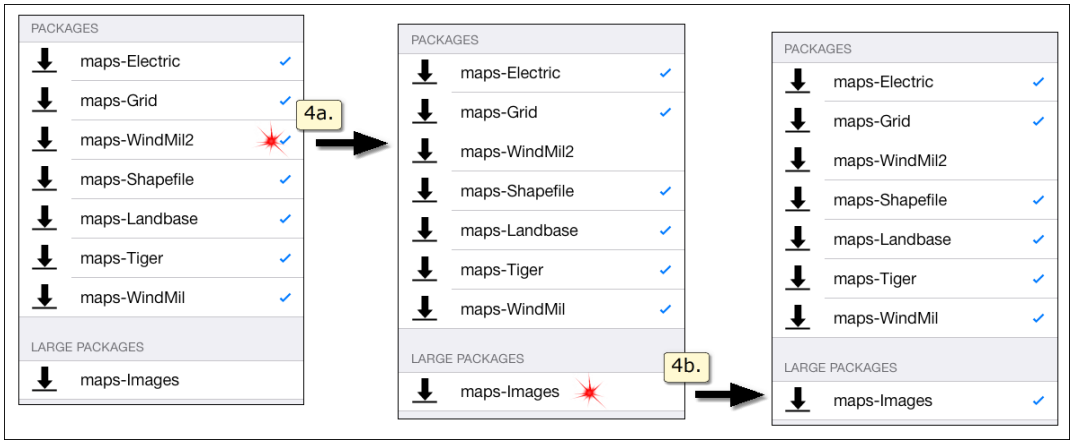
PACKAGES and LARGE PACKAGES areas. (See the chart at the beginning of this section to identify status symbols preceding each mapset's name.) Scroll 2 (3b.)to see the mapsets at the bottom of the pane.

Tip — If you arrived at the Update pane from the Credentials pane and applied **Test Connection** there, your Packages lists are current and **Update** is enabled. In this case, you do not need to tap the **Connect** button on the Update pane.



4. Packages showing a check mark are selected to load, those without a check mark are not selected to load. (4a.)Tap a selected mapset to deselect it (check disappears). (4b.)Tap a deselected mapset to select it (check mark appears).



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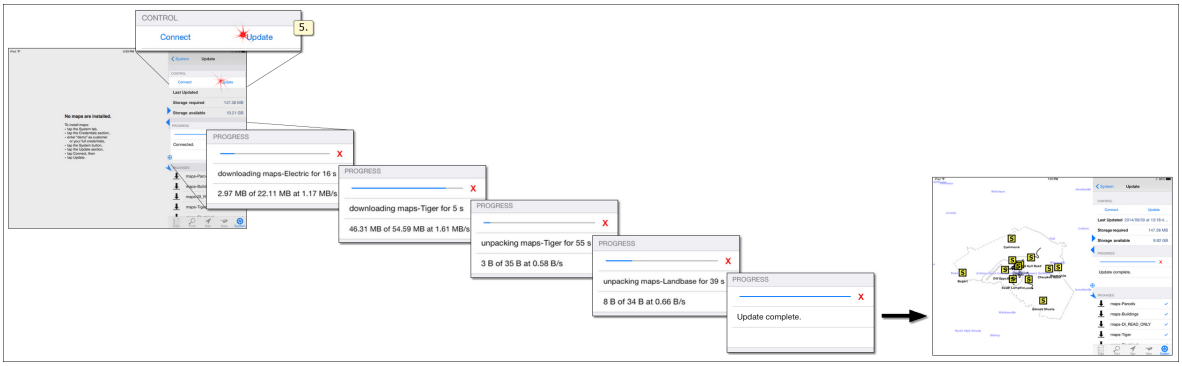
Warning — Large packages are listed separately from your normal mapsets. To qualify as a large package the file must be greater than 500MB. Map images and other large packages require a stable, uninterrupted connection while being loaded to your app. To ensure a successful download of these mapsets, do not accept them while working in the field; wait until you are connected to a reliable network and have sufficient time for the download to complete.

5. When satisfied with your selections, tap the **Update** button (upper right under CONTROL).

   5.a. If Space required exceeds Space available, a pop-up warning appears informing you of this situation. You can choose to proceed with your download, but your update could fail.

   5.b. If Space required is less than Space available, your files start downloading. The Progress bar fills from left to right as your files are loaded. Messages below the bar tell you the stage of the process as well as the rate of the download and unpack. If you need to interrupt the process, tap **X** to the right of the Progress bar to stop the download. When your update is complete your maps appear in the Map pane and the Progress message states Update complete.


CONTROL
Connect
Update
5.
PROGRESS
downloading maps-Electric for 16 s
2.97 MB of 22.11 MB at 1.17 MB/s
downloading maps-Tiger for 5 s
46.31 MB of 54.59 MB at 1.61 MB/s
unpacking maps-Tiger for 55 s
3 B of 35 B at 0.58 B/s
unpacking maps-Landbase for 39 s
8 B of 34 B at 0.66 B/s
Update complete.

5.2.3 Remove an Individual Mapset

The following procedure explains how to delete an individual mapset from your app. This procedure deletes mapsets currently on your device using the **Delete** button found next to the mapset package name.

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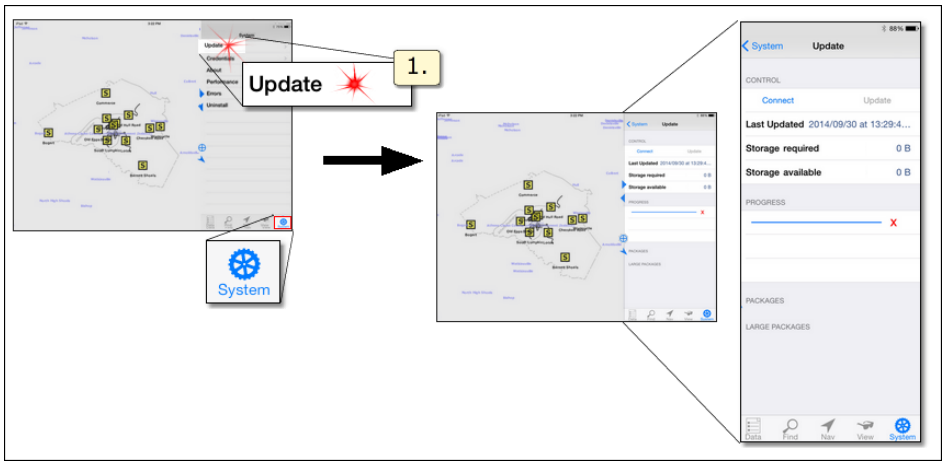
Note — Since you can only access one **Delete** button at a time, you must remove mapsets individually. To remove all maps and data from your Partner on iOS app, go to **System>Uninstall>Remove Published data.**

Tip 1 — To hide a mapset without deleting it, see the topic, View or Hide Mapsets 81.

Here's How

1. Tap the **System** tab to open it, then choose **Update** from the list. The **Update** pane appears.



2. Tap **Connect** (upper left under CONTROL) to update your Packages lists. You must add your credentials at this point if you did not engage **Remember** 47 previously in the Credentials pane.

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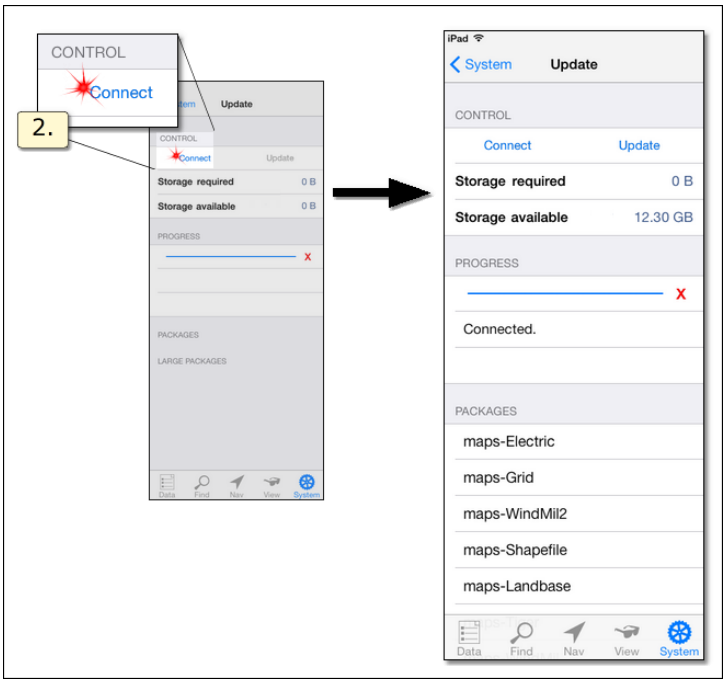
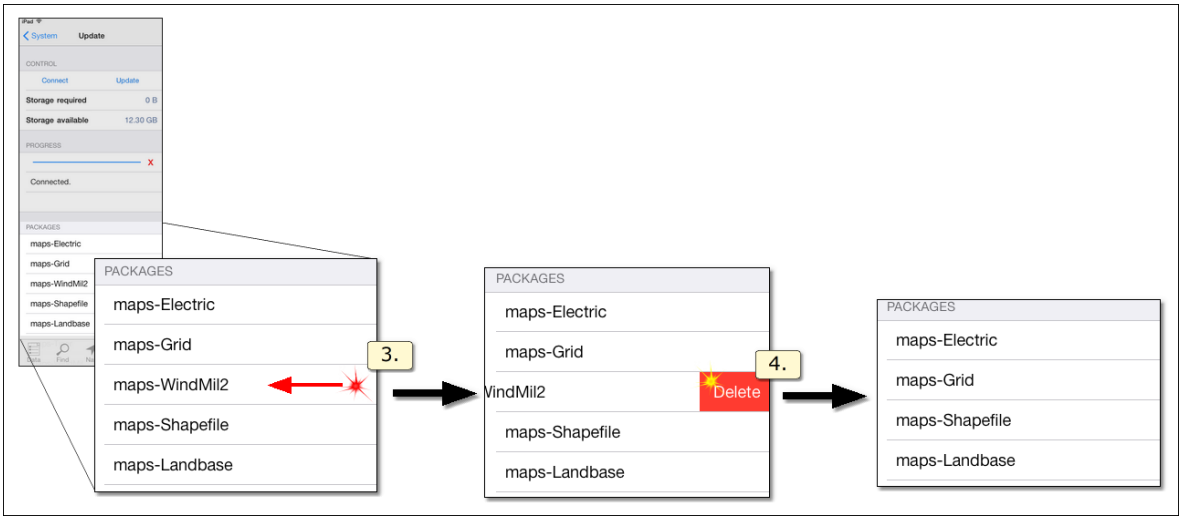


3. To remove a mapset from your device, slide your finger from right to left across the mapset name. **Delete** slides into view and part of the mapset name slides out of view. If you change your mind and want to close **Delete**, slide your finger from left to right across the mapset name. **Delete** slides out of view.
4. Tap **Delete** and the mapset is immediately removed.



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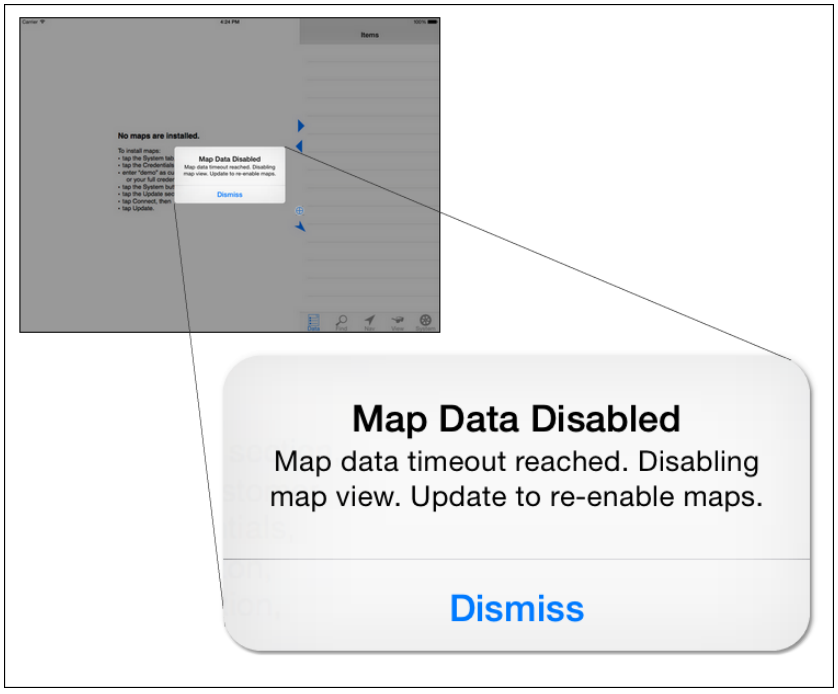
Tip 2 — **Delete** removes mapsets that have not changed, and those showing the (update) or ✕ (invalid) symbols from your device. Since they have not been downloaded to you device, mapsets displaying (new) are removed from your PACKAGES or LARGE PACKAGES lists only.

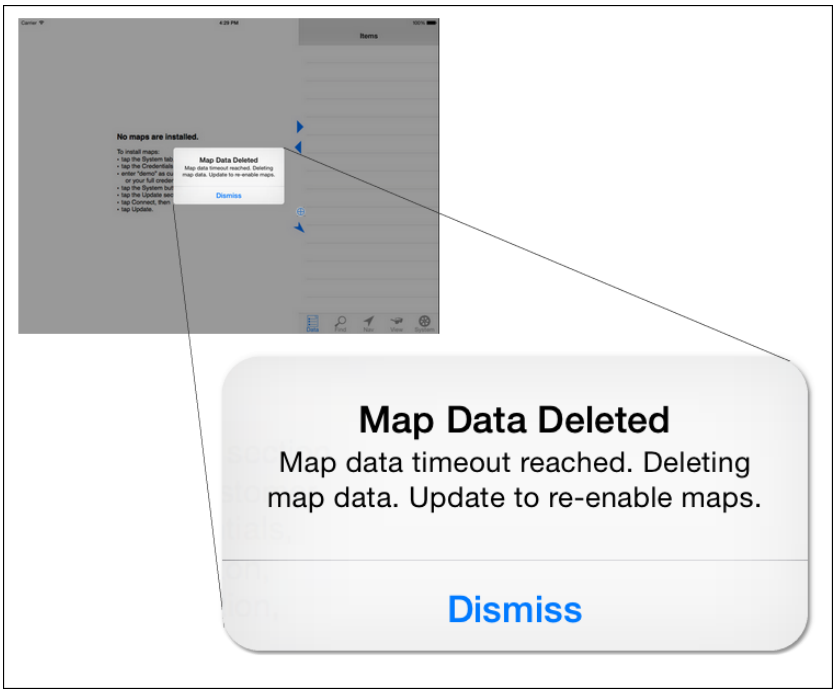
5.2.4 Map Data Timeout

The Partner Map Publisher converts your traditional Partner maps to the Partner on iOS format. The Map Publisher provides a Map Data Timeout setting allowing for two stages of timeout for a map Edition 45. Timeouts are intended to protect your organization's information when providing maps to contractors and non-employees. The first stage, called Disable, unloads maps from the viewer while maintaining them on the device. To restore the maps to the Viewer, update 47.



Map Data Disabled Message

If no Update occurs after a designated period following Disable, the Delete timeout takes place. At this time, the maps are deleted from the device. To restore maps to the Viewer you must update 47 and re-download the maps.



Map Data Deleted Message

5.3 Get Around Your Partner Map

The full map of your service area is much larger than the iPad screen can comfortably show. Partner on iOS provides a way to change the area visible in the Map pane (*zoom* 56), and a way to re-center the view (*pan* 59).

See More or Less Area

You may want to see where a transformer is in relation to its substation, so you need to see a large map area. Or you may want to see which pole contains a consumer's security light, so you want a close-up view. Changing the amount of area you see is called *zooming*.

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Different Zoom, Different Symbols

As you change zoom levels, different amounts of map detail are appropriate. You would probably expect to see a large amount of detail (individual houses, land plots, etc.) when viewing a small map area such as a cul-de-sac of a neighborhood. When viewing a large map area, your service area for example, the same amount of detail would be overwhelming. Items appropriate for such a large area may include county boundaries, substation locations, and service area boundaries. The Map Viewer adjusts the amount of detail by showing or hiding map symbols as you zoom. Each of these adjustments results in a *scale region*. Your map is less detailed when zoomed out and more detailed when zoomed in. Scale Regions are determined in the Partner Map Publisher. The Map Publisher is required for converting your Partner map to the iOS format.

See a Different Location

Suppose you are looking at a road intersection and want to see what lies north, but that area is currently outside the Map window. Relocating your view is called *panning*.

Partner Retains Your Map Position

Partner on iOS remembers your map center point and zoom level between sessions. Each time you start the app, you can pick up where you left off.

5.3.1 Zoom

Zooming increases or decreases the region you see on screen. Zoom in to see a small area in detail such as a house location. Zoom out to show your map from a distant view so you see more area at once. For example, you could look at a county-sized area to see subdivision locations.

Note — Whenever you want to return to your service area view (key map), tap **Nav** in the Tab bar, then **Home View**.

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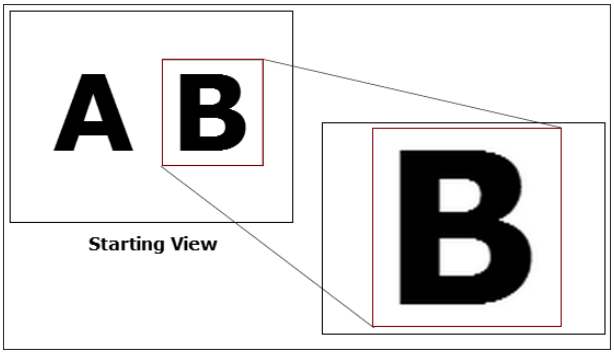
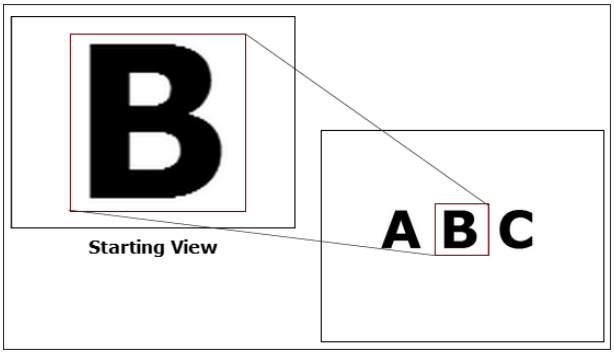


Zoom In



Zoom Out

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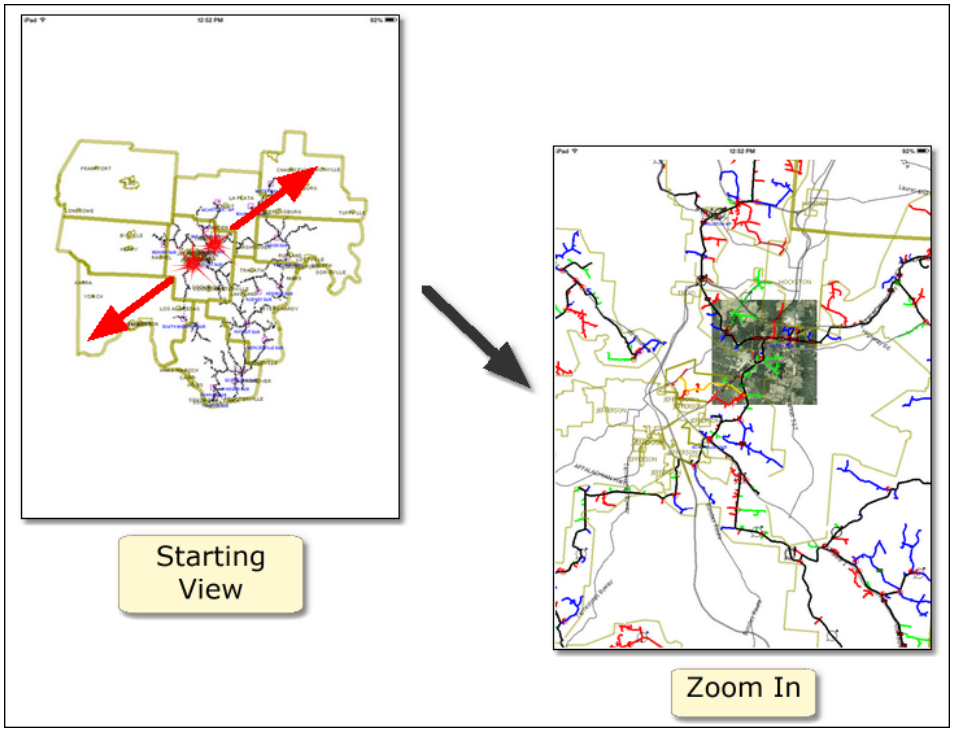
See Things Locally: Zoom In

Use the spread gesture to zoom in.

Here's How

1. Place two closed fingertips on the screen.
2. Slide your fingertips open across the screen. Less map area is visible on screen, but you can see more detail than before. Repeat the spread gesture as needed.



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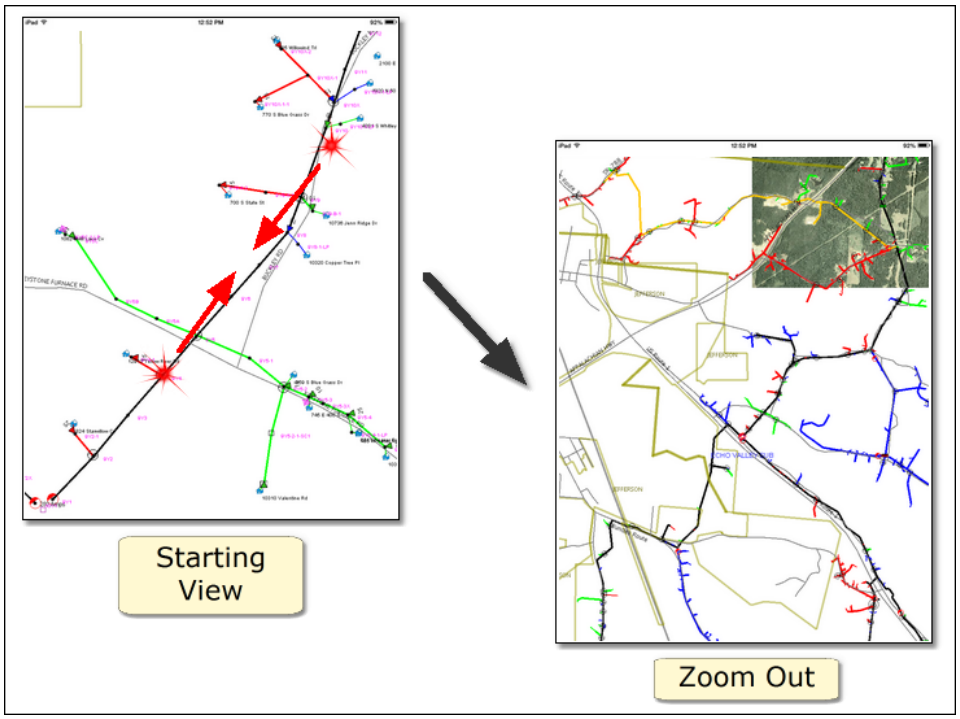
See Things Distantly: Zoom Out

Use the pinch gesture to zoom out.

Here's How

1. Place two open fingertips on the screen.
2. Drag them closed across the screen. As you zoom out more map area is visible on screen and the symbols you see are more general.



5.3.2 Pan

See different map locations by panning. Simply drag a different portion of your map into view.

Note — Whenever you want to return to your service area view (key map), tap **Nav** in the Tab bar, then **Home View**.

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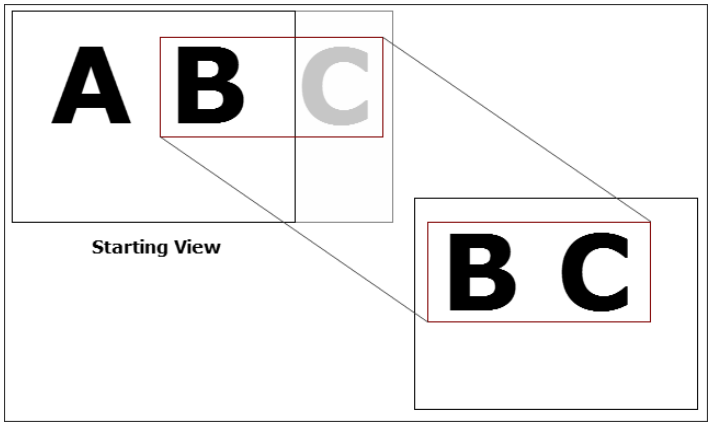
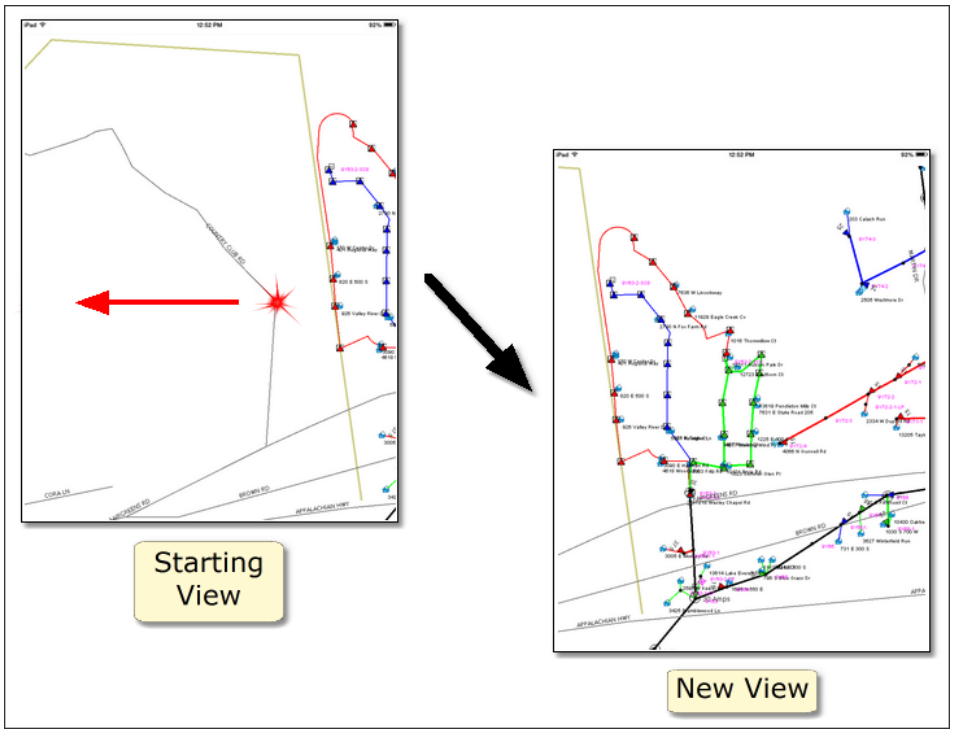


Pan to See Another Location

Here's How

1. Place one finger on the screen in the direction of the place you want to see.
2. Drag your finger across the screen in the Map pane in the opposite direction of the area you want to see. The starting map region slides out of the window as new area slides into view. Repeat the finger-dragging gesture until you can see the area you want.



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5.4 Get Information from Your Partner Map

To view information associated with a map item, you must select it. Partner on iOS provides two approaches to item selection. First, you can navigate to the item and tap it. Second, you can use the Find 64 feature. Here you type identifying information and choose the desired item from a list. Find centers your map item in the Map pane and selects it. A filled circle highlights and indicates item selection.

Selection Stack

Where a location contains multiple map items (for example: a pole, transformer, and security light) individual item selection is not possible. Partner on iOS provides a list of every map item within a specified radius of your tap. The resulting group of items is called a s*election stack*. The Items pane 28 lists each item included in your selection stack. Tap an item name in the list to open the Selection pane 29. This pane lists the chosen item's information. **Selection Stack** 29 buttons 29 allow you to move back and forth through the items of your selection stack and view the data for each.

Find, in contrast, selects only the map item you specify, even when it is located in a stack. Tapping the stack on screen (on the map) gives you access to the whole group.

5.4.1 View Map Data

Suppose you need to reach a customer. You see the house on your map, but how do you find the contact information? Tap the house, and the information appears in the **Data** tab. Composed of two panes, Items 28 and Selection 29, this tab allows you to choose the item you want and view it's associated data.

Note — On the iPhone, Partner uses live links (shown as blue text) for phone numbers in the data shown on the Selection pane. Tap the phone number to automatically dial it.

Some spots on the map have several map items placed close together or stacked on

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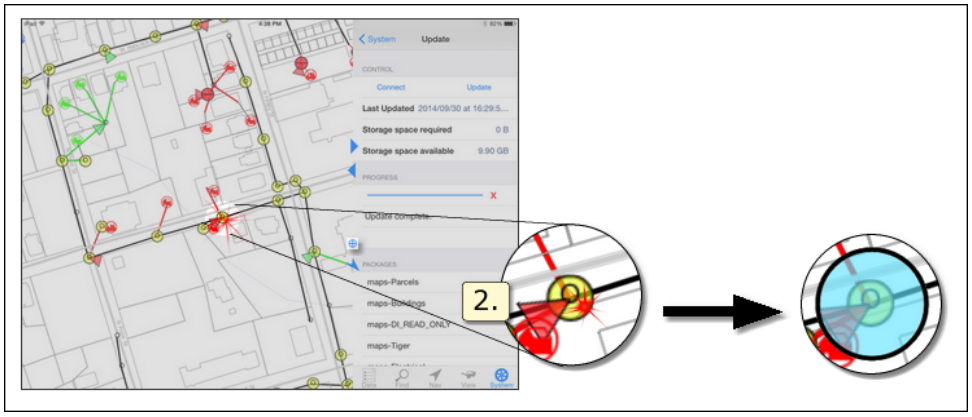
top of each other making individual selection impossible. Partner on iOS provides a list of every item within a specified radius of your tap. The resulting group of items is called a *selection stack* 61. The Items pane (**Data** tab) lists all items included in your selection stack. Tap an item in the list to open the Selection pane. This pane shows the chosen item's information. The **Selection Stack** buttons (top right) move you through the list one item at a time displaying each item's data in the Selection pane. Move forward using + (**Plus** button) and backward using − (**Minus** button). When you reach the end of the list, the Selection Data area is blank. Use the opposite button to move back through the items or tap **Items** (upper left) to open the Items pane.

Note — You can zoom the Selection pane content in the same way you zoom the map: use the spread gesture 57 to zoom in, enlarging the text; use the pinch gesture 57 to zoom out, returning to the default size.

Here's How

1. Pan 59 and zoom 56 to find the map item you want.
2. Tap the item with your finger. A filled circle highlights the symbol, indicating selection. If other items are in close proximity, they are included in your selection radius.



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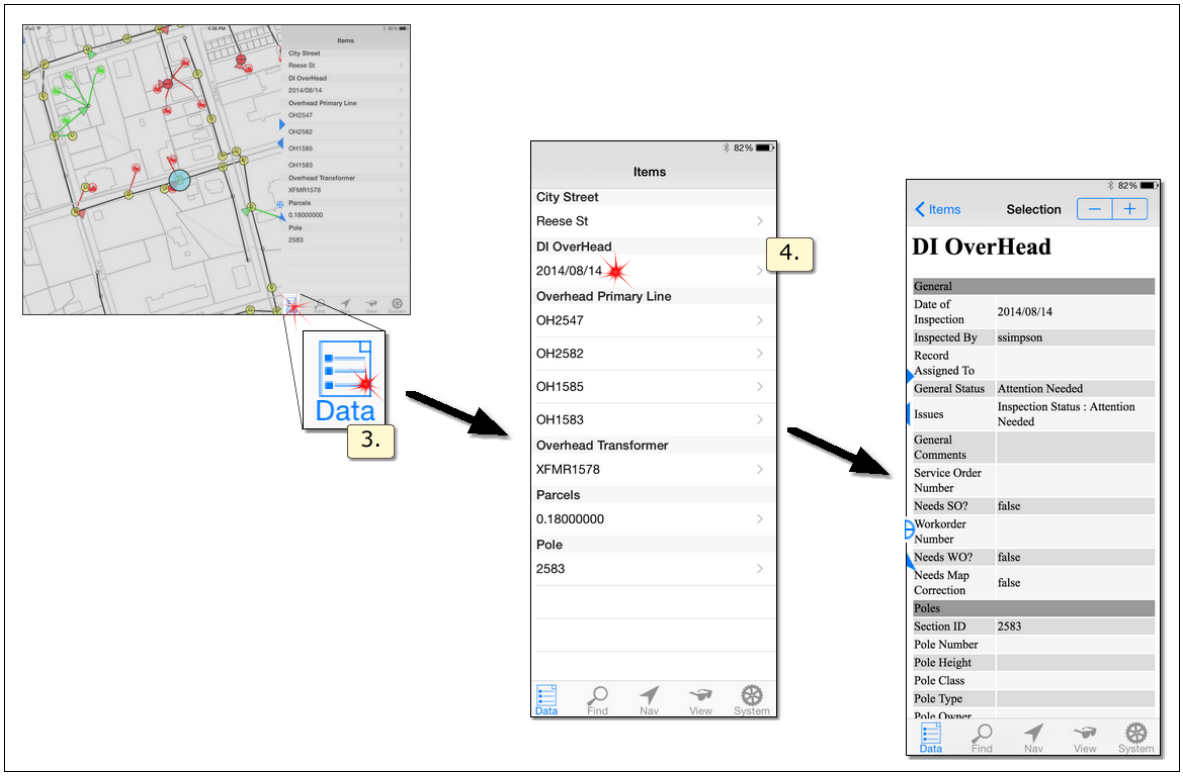
3. Tap **Data** in the Tab bar to open the Items pane. All items within the selection radius are listed.
4. Tap an item in the list to open the Selection pane. Information about the map item is shown. The pane scrolls 2; use your finger to drag information into view.



5. If the item is part of a selection stack, use the **Selection Stack** buttons to view data for each item one-at-a-time.
6. Tap **Items** (upper left) to open the Items pane.

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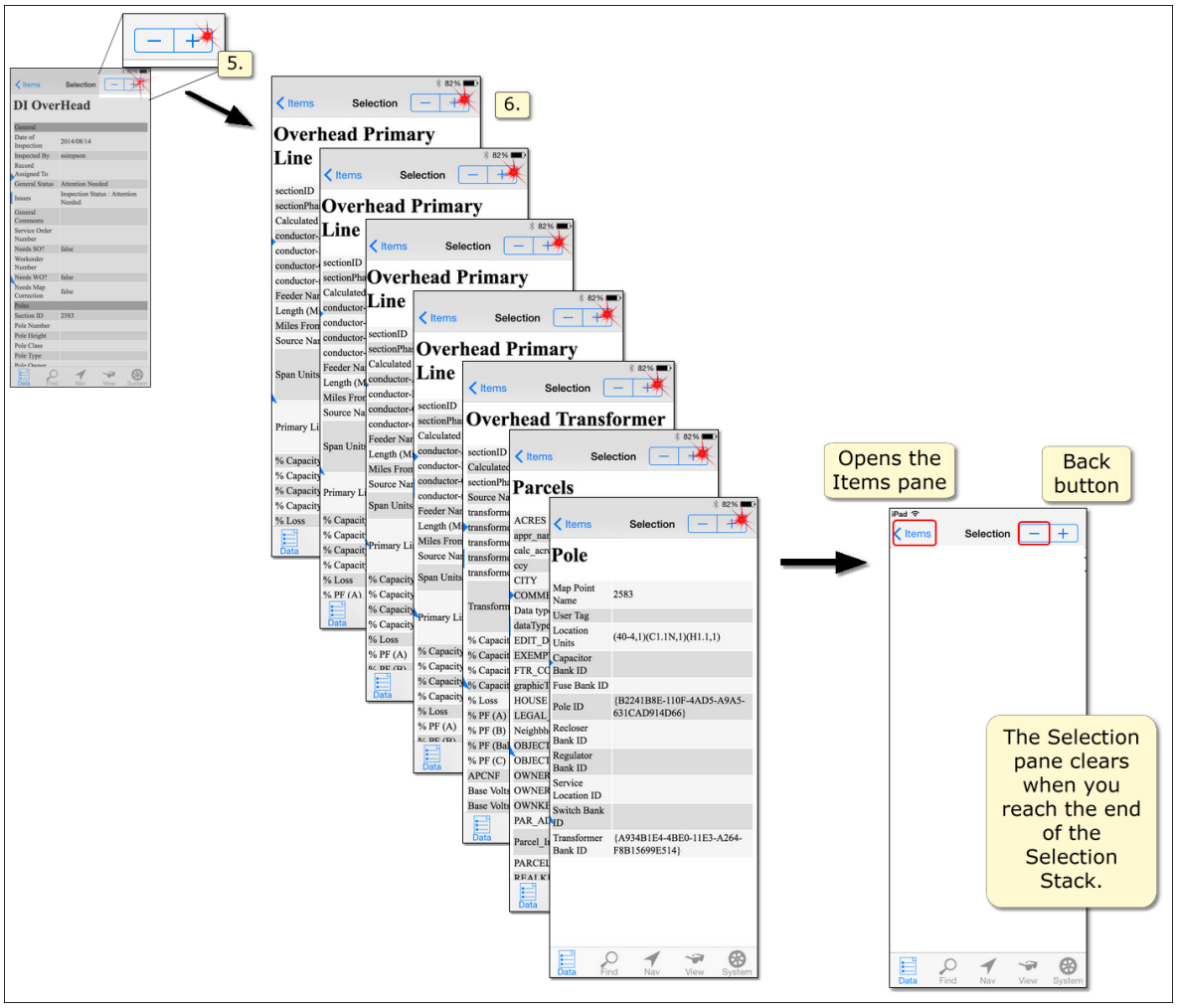

7. Deselect by tapping an empty area of the map. The Items pane clears and the highlight on the map disappears.

Note for an Electrical Data Map — When you tap the map to select a span of conductor, the line highlights, but the filled circle indicating selection appears at an end of the span rather than the spot you tapped. In other words, span selection is indicated on a support structure rather than the span itself.

5.4.2 Find

If you know something specific about the map item you want, you can use that information to select the item. Begin typing your information into the **Search** bar. As you type, map items matching your entry appear in the Results list. Since different

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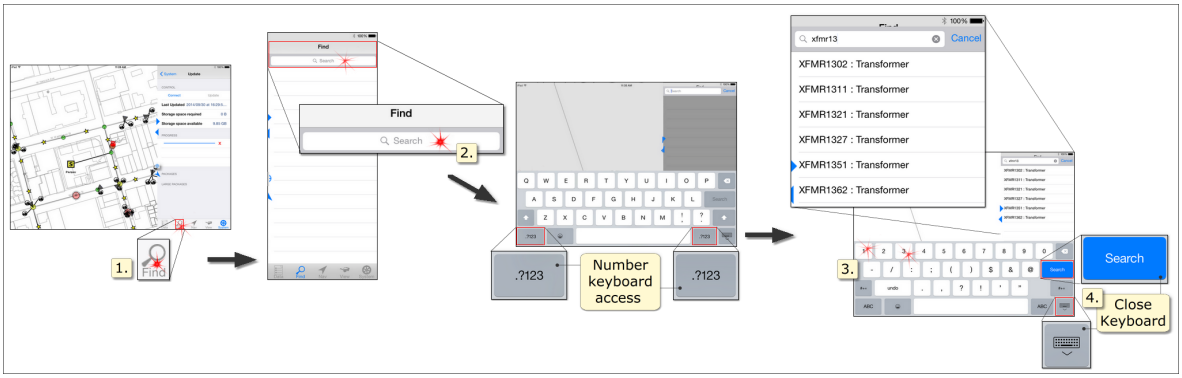
kinds of items can start with the same characters, the list will likely contain items you don't want. Continue typing characters to narrow your list of matches. To help you identify what you seek, each item in the Results list is identified by type.

Tip — To quickly clear your entry from the **Search** bar, tap on the right. To clear the entry bar and close the keyboard, tap **Cancel**. **Cancel** is especially helpful when using the iPhone or iPod touch since their on-screen keyboards do not have the **Close Keyboard** key.

Here's How

1. Tap the **Find** tab to open the Find pane 31.
2. Tap your finger in the **Search** bar. The pop up keyboard appears. Tap the **.?123** key .?123 to open the number keyboard, if needed.
3. Use your finger to type the item you are looking for. As you type, matches appear in the Results list. Each match is followed by a colon and its Find type. Find types are grouped together.
4. Tap the Search (**Search** key) or the (**Close Keyboard** key) to remove the keyboard. Drag your finger on the screen (up or down) to scroll through the Results list.



5. Do one of the following:
   - Tap tap the item you want to select. The Map pane pans to and highlights the item at your current zoom level. To view the item's data, tap the **Data**

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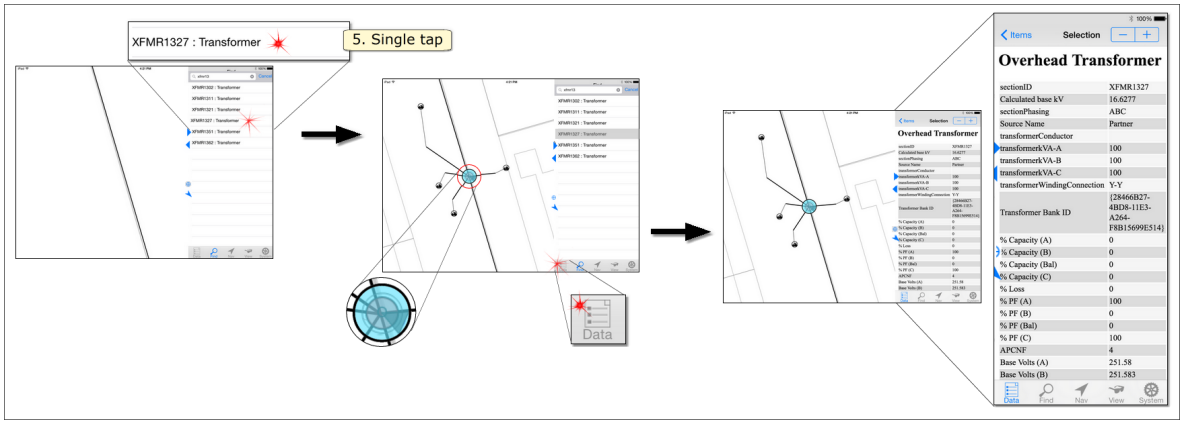
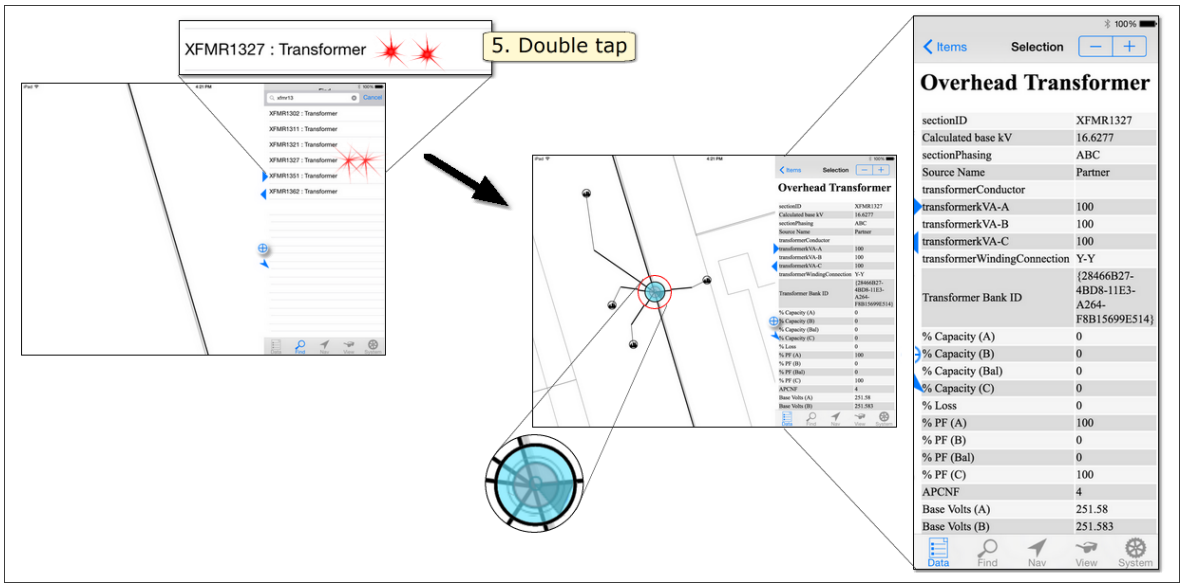
tab. The **Selection** pane appears.



- Double tap the item you want to select. The Map pane pans to and highlights the item at your current zoom level. Zoom in or out as needed. The Selection pane automatically appears and displays your item's data.



Note — Find limits the matches for each Find type to 16 items. If the item you are looking for is not included, continue typing to see your match in the list. The more characters your enter, the more likely your item will be in the Results.

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5.5 Use Location Services

Sometimes it is useful to find your position on the map. Partner on iOS may be able to help

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Note 1 — This manual references two types of location services: Apple's Location Services (iOS controls found on your device in **Settings**) and Partner's LOCATION SERVICES (controls found within the Partner on iOS app in the **Nav** tab). Each is capitalized according to how it is shown within its software. Apple's Location Services uses initial capitalization while Partner's LOCATION SERVICES is set in full caps.

The Location features of Partner on iOS depend on Apple's Location Services 14 to find out where you are. All iOS device models support Location Services and do not require an Internet connection. But not all device Location Services use the same method. In other words, iOS device models vary in the way Location Services determines your location.

Wi-Fi® only models use your position in relation to known Wi-Fi hotspots to make a best guess about your location. However, if you are working in a remote area with few known Wi-Fi hotspots, Location Services may not be able to show where you are or may give an inaccurate location reading.

Wi-Fi + Cellular models have a built in Assisted GPS (aGPS) that uses satellite radio signals, like regular GPS, along with network data to determine your position. The Wi-Fi + Cellular devices are more likely to provide an accurate and reliable location reading, even when working in rural areas. So, even though Partner on iOS works on all models of iOS devices (iOS 7 and greater), Partner recommends the Wi-Fi + Cellular models for maximum useability.

Since all Partner on iOS Location features depend on Apple's Location Services 11,

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Location Services must be turned on for the iOS device as a whole and for the Partner on iOS application. In addition, Partner's LOCATION SERVICES features must be enabled in the **Nav** 32 tab 32 of Partner on iOS.

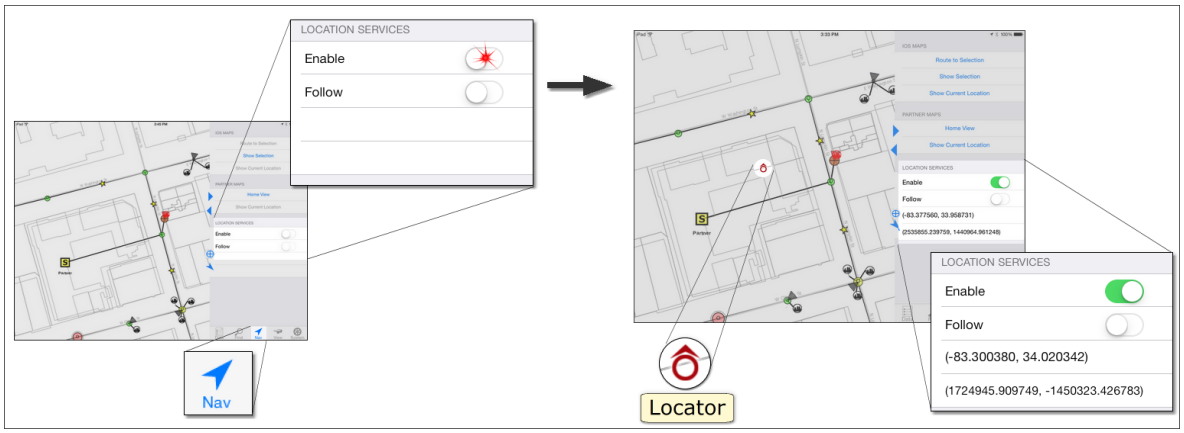
Note 2 — When your device is connected to power (plugged in), Partner on iOS uses Apple's BestForNavigation location setting to determine your position. This highest accuracy setting is power and CPU intensive and is only applied when your device is connected to a reliable power source. When operating from battery power, Partner on iOS uses Apple's Best location setting, the second highest accuracy setting (and less power intensive) option. Partner on iOS determines your power source when LOCATION SERVICES is initiated. To ensure the appropriate location accuracy setting is applied to your Partner on iOS session, restart LOCATION SERVICES after changing your device's power source (e.g., unplug or plug in).

Use the Nav Tab to Turn On Partner's LOCATION SERVICES

To use any of the **Nav** tab features (see topics 5.5.1 — 5.5.5 for details), first turn on Partner's LOCATION SERVICES.

Here's How

1. Tap the **Nav** tab to open it.
2. Under LOCATION SERVICES, tap the **Enable** switch to turn it **On**. Your location information appears below the **Follow** switch. The Locator icon appears on your Partner map showing your location and orientation.



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Locator Note — When your device is stationary or moving slowly, the Locator arrow indicates the direction the device is facing. At speeds of 10 miles per hour or greater, the Locator arrow indicates the direction the device is moving.

Tip — To ensure Locator direction accuracy, hold your device vertically (screen parallel with your body) as opposed to horizontally (screen perpendicular to your body) when stationary or moving slowly.

Troubleshooting

Problem: The message **`Disabled on device`** appears below the LOCATION SERVICES switches. What does this mean?

Explanation: The Apple Location Services for your device is not on. Go to **Settings>Privacy>Location Services** to turn it on.

Problem: I turned on the Partner LOCATION SERVICES **Enable** switch, but no coordinates appear.

Explanation: The Partner app does not have permission to use Apple's Location Services. Go to **Settings> Privacy>Location Services>Partner on iOS** and turn on the switch.

Turn Off Partner's LOCATION SERVICES

Disable Partner's LOCATION SERVICES in the **Nav** tab.

Here's How

1. Tap the **Nav** tab to open it.
2. Under LOCATION SERVICES, tap the **Enable** switch to turn it **OFF**. Your location information disappears below the **Follow** switch. The locator icon disappears from your Partner map.

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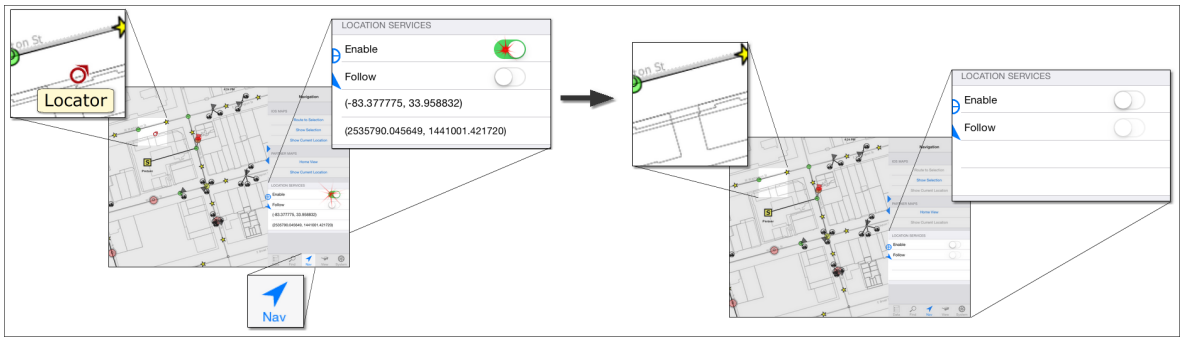

See Yourself in Partner

Partner on iOS can display your position in relation to your current map view, or it can display the map in relation to your current position. In the first case, the map stays put and the Locator moves around as you do ("5.5.1 See Your Location on Your Partner Map" 71). In the second case, the Locator remains centered in the Map pane and the map pans as you move around ("5.5.2 Track Your Position on Your Partner Map" 73).

Get a Suggested Route in your iOS-Provided Maps App

Partner on iOS links to the built-in iOS Maps app, so you can find a path between your present location and any item on your Partner map ("5.5.5 Get a Route on Your iOS Maps" 78). This feature requires an Internet connection. For Wi-Fi only devices, a hotspot must be within range. Wi-Fi + Cellular models can use Wi-Fi or a wireless data plan.

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	See Your Location on Your Partner Map	Use the iOS-Provided Maps App
Wi-Fi models	• Apple Location Services uses known Wi-Fi hotspots • No Internet connection required	Wi-Fi connection required
Wi-Fi+Cellular models	• Apple Location Services uses built-in aGPS (satellite signals plus known Wi-Fi hotspots) • No Internet connection required	Wi-Fi connection or data plan required

The iOS Maps Options

The **Nav** tab IOS MAPS buttons open the iOS-provided Maps application. Tapping **Route to Selection** shows a suggested route from your location to a selected Partner map item on the iOS-provided maps. You have the option of displaying directions as well as changing the type of map. See the topic, "Part 2. If You Are New to iOS Devices" 11 to find out how to access the Apple user guides. Information for using the Maps app is found there.

5.5.1 See Your Location on Your Partner Maps

To see where you are on your Partner maps, use the Quick bar **Current Location** or use the the **Nav** tab PARTNER MAPS **Show Current Location**. The Locator icon represents you and shows your location and orientation. The map stays put and the Locator moves around as you do. The Locator changes position to reflect your movement each time your location information refreshes.

Note — To use this feature, you must turn on Apple's Location Services 14.

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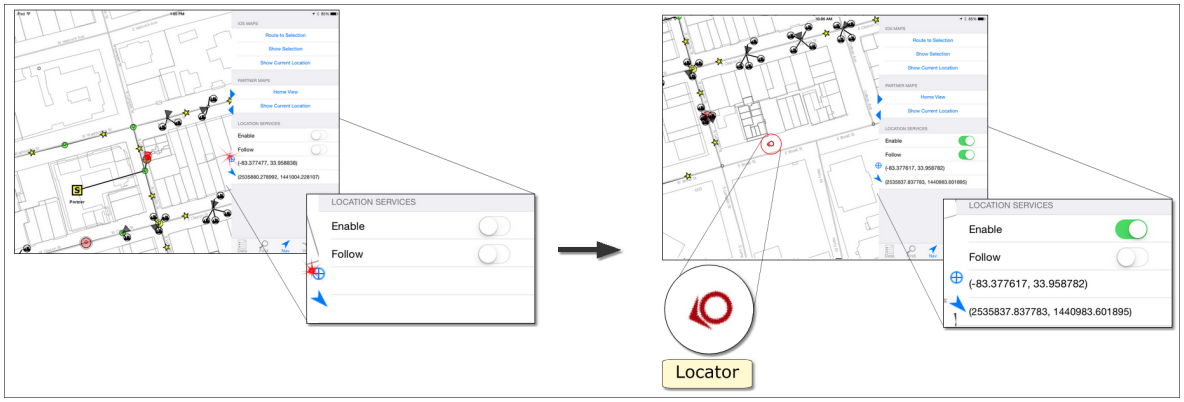
Use the Quick Bar

Warning — If you are viewing any map area other than your location, using the Quick bar **Current Location** button automatically repositions the Map pane.

Here's How

Tapping the Quick bar **Current Location** button automatically enables Partner's LOCATION SERVICES. To turn off Partner's LOCATION SERVICES 69, open the **Nav** tab and switch LOCATION SERVICES Enable off.

- Tap the Quick bar ⊕ to automatically enable the Nav tab LOCATION SERVICES switch. The Map pane repositions and centers on your location. The Locator icon indicates your place and bearing.



Locator Note — When your device is stationary or moving slowly, the Locator arrow indicates the direction the device is facing. At speeds of 10 miles per hour or greater, the Locator arrow indicates the direction the device is moving.

Tip — To ensure Locator arrow accuracy, hold your device vertically (screen parallel with your body) as opposed to horizontally (screen perpendicular to your body) when stationary or moving slowly.

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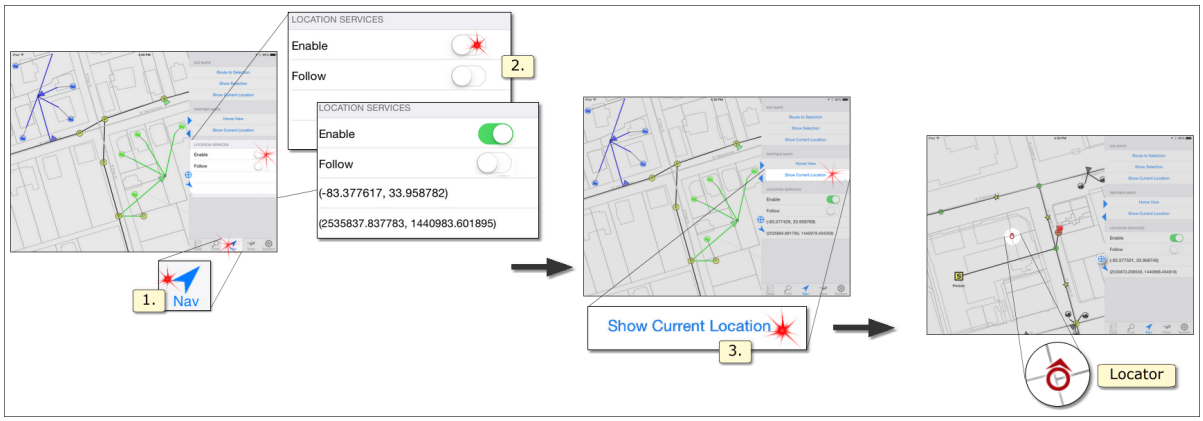
Use the Nav Tab

Here's How

1. Tap the **Nav** 32 tab 32 to open it.
2. Under LOCATION SERVICES, tap the **Enable** switch to turn it **On**.
3. Under PARTNER MAPS, tap **Show Current Location**. The map pans and centers on your location at your current zoom level. The Locator icon represents you.



5.5.2 Track Your Position on Your Partner Maps

When tracking your position, the locator icon remains centered in the Map pane while the map pans as you move around. Enable **Follow** to track your position. Partner provides a one touch method on the Quick Bar. Use the **Nav** tab when you need to control Partner's Location Services and Follow separately. Both procedures are described below.

Use the Quick Bar

To use this method, you must turn on Apple's Location Services 14.

Warning — If you are viewing any map area other than your location, using the Quick bar **Follow** button automatically repositions the Map pane.

Here's How

Tapping the Quick bar **Follow** button automatically enables Partner's LOCATION SERVICES. Tapping the Quick bar Follow again disables tracking, but not Partner's

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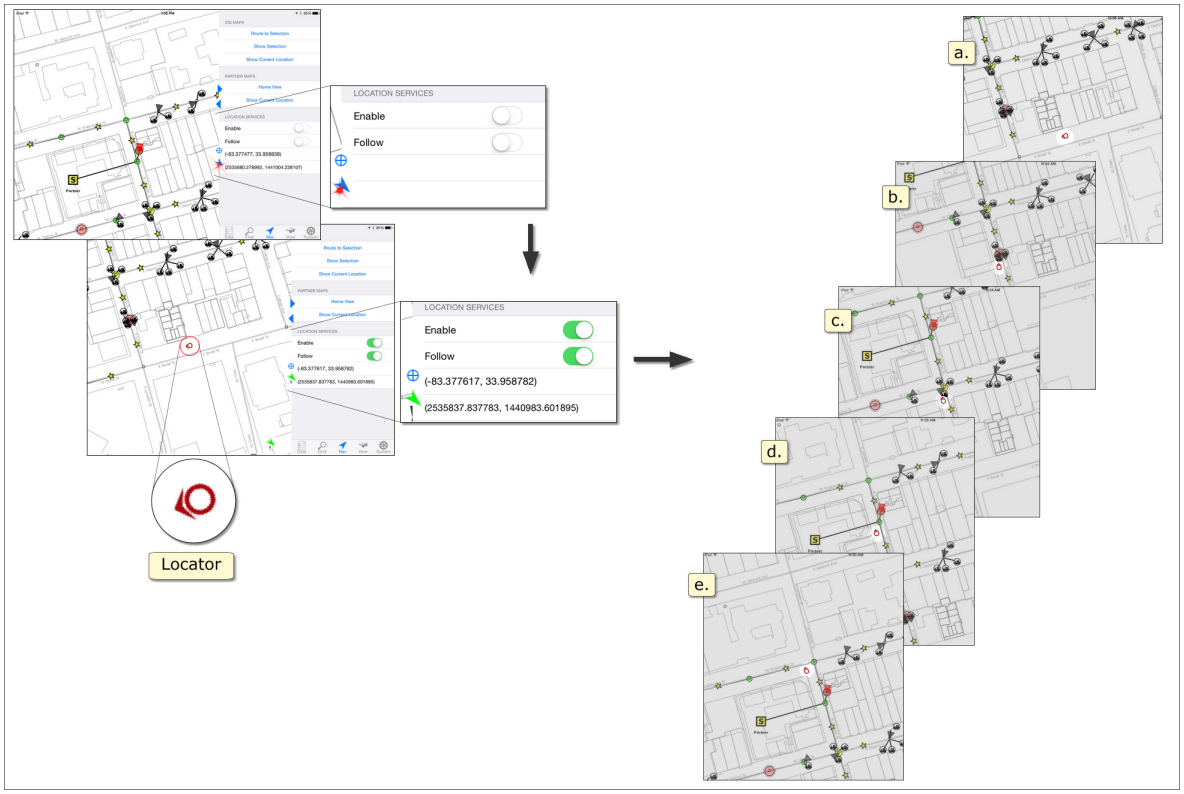
LOCATION SERVICES. To turn off Partner's LOCATION SERVICES 67, open the **Nav** tab and switch LOCATION SERVICES Enable off.

- Tap the Quick bar to automatically enable the Nav tab LOCATION SERVICES and Follow switches. When enabled, the Quick bar Follow arrow shows green. The Map pane repositions and centers on your location as you travel. The locator icon indicates your place and bearing.



Locator Note — When your device is stationary or moving slowly, the Locator arrow indicates the direction the device is facing. At speeds of 10 miles per hour or greater, the Locator arrow indicates the direction the device is moving.

Tip — To ensure Locator arrow accuracy, hold your device vertically (screen parallel with your body) as opposed to horizontally (screen perpendicular to your body) when stationary or moving slowly.

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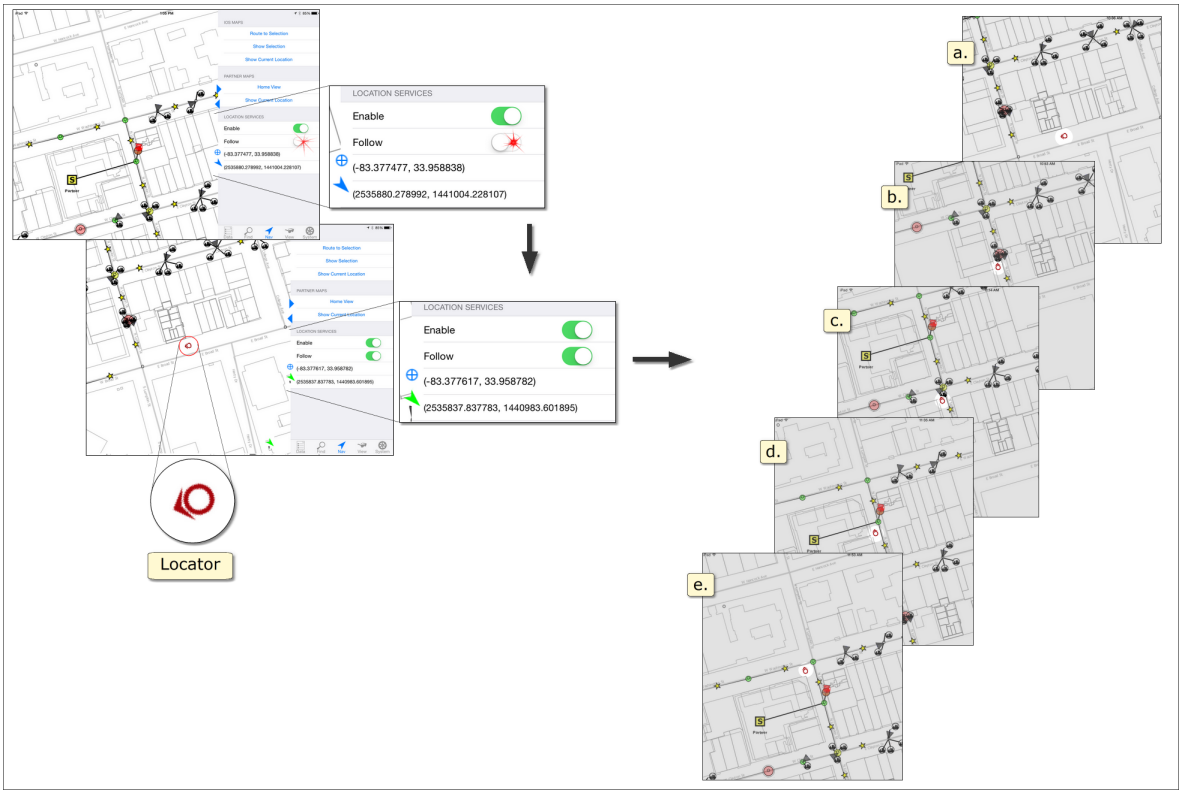
Use the Nav Tab

To use this method, you must turn on Apple's Location Services 14 and the Partner LOCATION SERVICES Enable switch 68.

Here's How

1. Tap the **Nav** 32 tab 32 to open it.
2. Under LOCATION SERVICES, tap the **Follow** switch to turn it **on**. The Quick bar Follow arrow turns green. The Map pane repositions and centers on your location as you travel. Your place and bearing are shown by the locator icon.



Tip — If you pan away from your location while **Follow** is **on**, the Map pane re-centers on the Locator whenever your location information is refreshed. Disable **Follow** when not in use.

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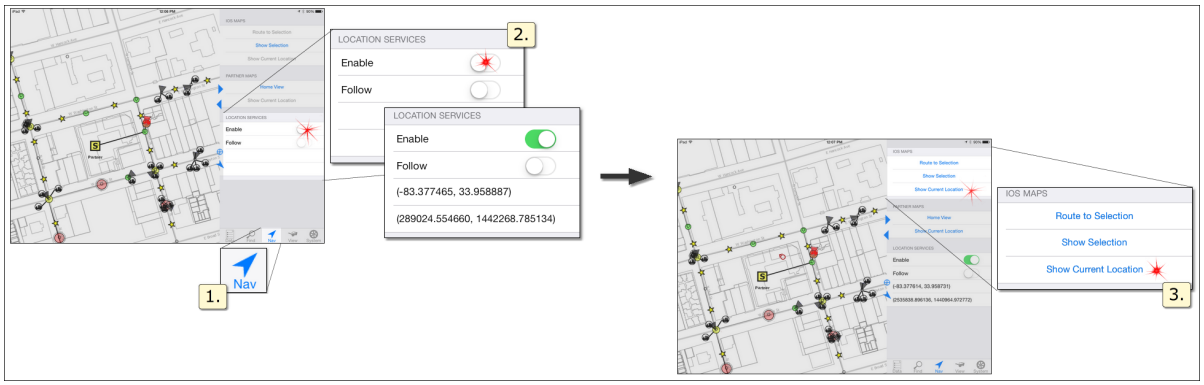
5.5.3 Track Your Position on Your iOS Maps

Use the IOS MAPS **Show Current Location**, found in the **Nav** tab, to see where you are on your iOS-provided maps. A pin represents your initial location. As you move, a transparent blue-shaded circle represents the general location of your new position.

Note — To use this feature, you must turn on Apple's Location Services 14 and Partner's LOCATION SERVICES Enable switch 68. Additionally, a network connection is required to access the iOS-provided Maps app. For Wi-Fi only iPad models, a hotspot must be within range. Wi-Fi + Cellular models can use a Wi-Fi connection or a wireless data plan.

Here's How

1. Tap the **Nav** 32 tab 32 to open it.
2. Tap the PARTNER MAPS **Enable** switch to turn it **on**.
3. Under IOS MAPS, tap **Show Current Location**. The iOS-provided Maps app opens automatically and drops a pin at your location.



5.5.4 See Your Selection on Your iOS Maps

See the location of a selected Partner map item in your built-in iOS Maps app. Your location information is not necessary, so this feature does not require Partner's LOCATION SERVICES **Enable** switch to be on.

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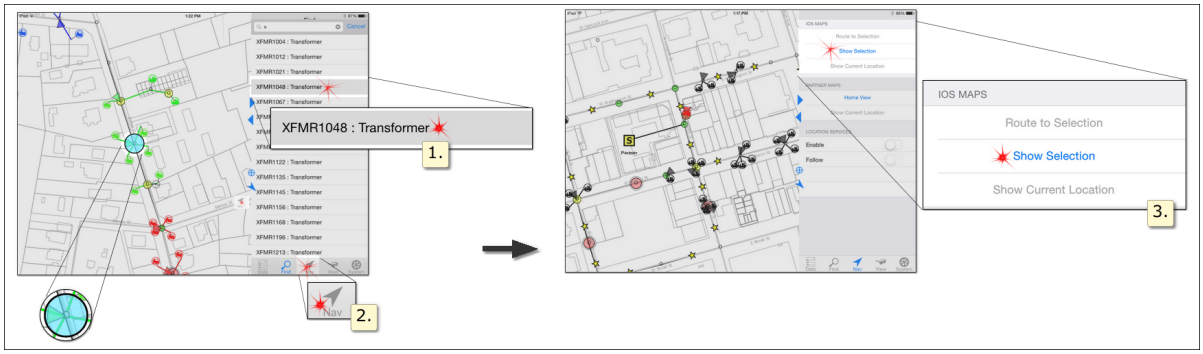
Note — This feature requires a network connection in order to access the iOS-provided Maps app. For Wi-Fi only models, a hotspot must be within range. Wi-Fi + Cellular models can use Wi-Fi or a wireless data plan.

Here's How

1. Navigate 55 or use **Find** 64 to locate and select your Partner map item. (You must select an item in the Partner maps to see its location on the iOS-provided maps.)
2. Tap the **Nav** 32 tab 32 to open it.
3. Under IOS MAPS, tap **Show Selection**. The iOS-provided Maps app opens. A red pin marks your Partner map item and a tag above the pin identifies it.



Note for iPad — To Return to Partner on iOS from the Maps App

Double click your iPad's **Home** button to open the Task Manager. Drag your finger horizontally across the screen to scroll through your open apps. Tap Partner on iOS to open it.

Note for iPhone and iPod touch — To return to Partner on iOS from the Maps app, double click your device's **Home** button and select the Partner icon from your open apps

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Troubleshooting

Problem: When I tap the IOS MAPS **Show Selection** button nothing happens. The iOS-provided Maps app does not open.

Explanation: First you must select something in your Partner Map.

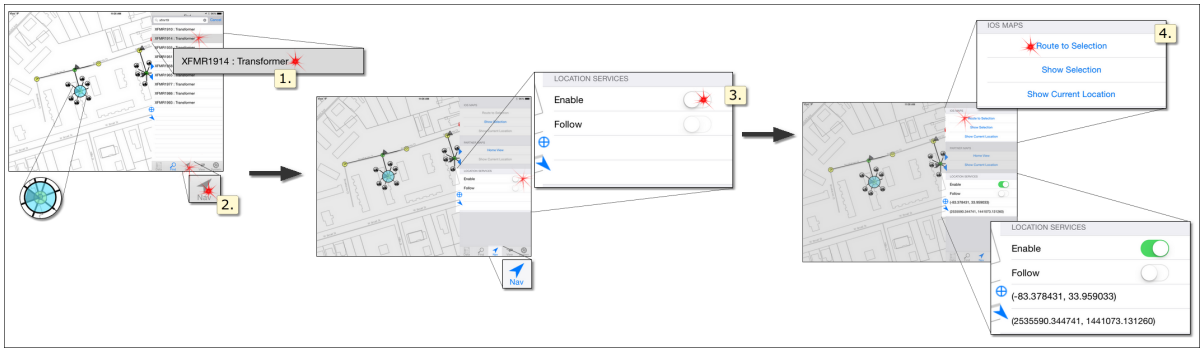
5.5.5 Get a Route on Your iOS Maps

Partner on iOS links to the built-in iOS Maps app, so you can find a path between your present location and any item in your Partner map.

Note — To use this feature, you must turn on Apple's Location Services 14 and the Partner LOCATION SERVICES 14 **Enable** 68 switch 68. This feature requires an Internet connection. For Wi-Fi only models, a hotspot must be within range. Wi-Fi + Cellular models can use Wi-Fi or a wireless data plan.

Here's How

1. Navigate 55 or use **Find** 64 to locate and select your Partner map item. You must select an item in the Partner map to get a suggested route.
2. Tap the **Nav** 32 tab 32 to open it.
3. Under LOCATION SERVICES, tap **Enable** to turn it on. iOS MAPS and PARTNER MAPS options change from grey to blue and become available for selection.
4. Under IOS MAPS, tap **Route to Selection**. The iOS-provided Maps app opens. A green pin marks your location; a red pin marks your Partner map item. The suggested route is shown in blue.



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Note for iPad — To Return to Partner on iOS from the Maps App

Double click your iPad's **Home** button to open the Task Manager. Drag your finger horizontally across the screen to scroll through your open apps. Tap Partner on iOS to open it.

Note for iPhone and iPod touch — To return to Partner on iOS from the Maps app, double click your device's **Home** button and select the Partner icon from your open apps

Troubleshooting

Problem: The **Route to Selection** button is not available.

Explanation: You must slide the **Enable** switch to **On** to have access to the IOS MAPS buttons.

Problem: I turned on the LOCATION SERVICES **Enable** switch, but many of the navigation and location buttons are not available to me. What's wrong?

Explanation: Apple's Location Services is off. Go to **Settings>Privacy>Location Services** to turn it on for your device.

Problem: **Route to Selection** opens the iOS-provided map, but only shows the location of my selected Partner map item. There is no suggested route and my current location is not shown. The Partner LOCATION SERVICES **Enable** switch is **On**, but the message area is blank.

Explanation: You are without a network connection. Either you are out of range or your connection (Wi-Fi or data) is disabled in your device Settings.

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5.6 Customize Your View

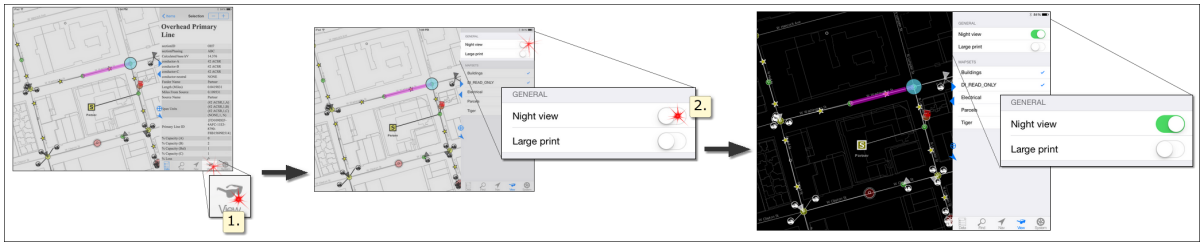
Change the way your map looks to adapt to your environment or to suit your personal preference. The **View** tab provides options for night viewing and/or larger symbols and text. You can also show hide or show individual mapsets for less cluttered viewing.

5.6.1 Night View

Night view, found in the **View** tab, changes the background of your map from white to black for easier viewing in low light conditions. Map item colors also alter for easier viewing against the dark background.

Here's How

1. In the Tab bar, tap **View** 34 to open it.
2. At the top under GENERAL, tap the **Night view** switch to turn it **On**. Your map background changes from light to dark. To restore the light background, tap the **Night view** switch to turn it **Off.**



5.6.2 Large Print

Text and symbols can be made larger for easier reading. Turn **Large print** on or off as needed.

Here's How

1. In the Tab bar, tap **View** 34 to open it.
2. At the top under GENERAL, tap the **Large print** switch to turn it **On.** Your map labels and point symbols become larger. To restore the smaller labels, tap the **Large print** switch to turn it **Off**.

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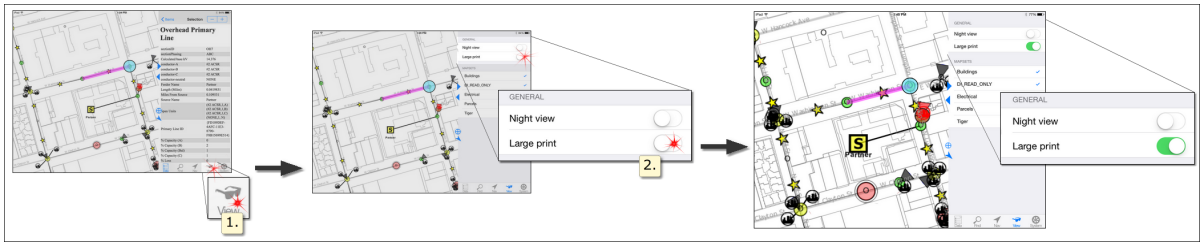
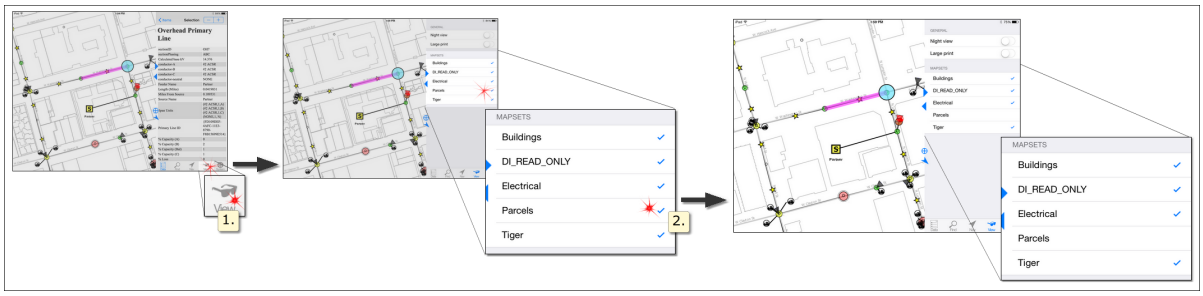


5.6.3 View or Hide Mapsets

In Partner, mapsets work very much like map layers in other programs. For a less cluttered view, you can turn off individual mapsets. When you need to see the mapset again, select it to turn it on. Your selections are remembered between your Partner on iOS work sessions; if the app goes to sleep or you close it, the visible and hidden mapsets are as you left them.

Here's How

1. In the Tab bar, tap **View** 34 to open it.
2. Under MAPSETS, tap a checked mapset to hide it. The check mark disappears and the mapset is hidden from view. Tap an unchecked mapset to select it for viewing. A check mark appears and the mapset is visible.



5.7 Version and Performance Information

Information about your app and its performance are found in various places. See version and build information in the **System** tab, **About** pane. See rendering rates and memory metrics in the **System** tab, **Performance** pane. Information about your download is found in the **Update** tab.

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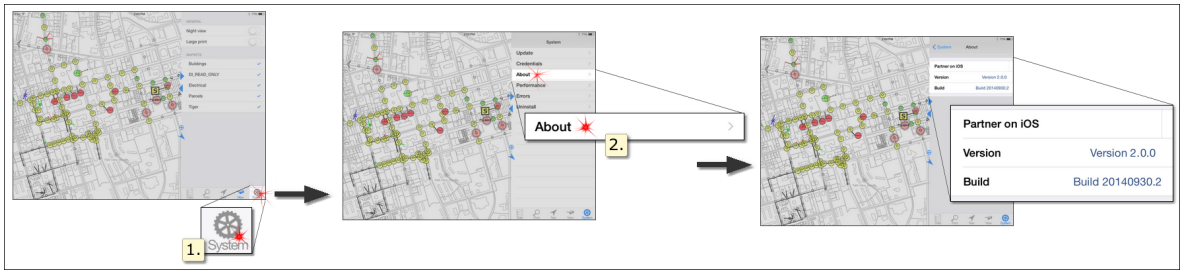
App Version and Build

Sometimes it is important to know your software version and build. Find this information in the **System** tab, About pane.

Here's How

1. In the Tab bar, tap **System** 36 to open it.
2. In the the list, tap **About** to open it. The About pane 41 provides information about your application's build and version.



App Performance

The **System** tab, Performance pane provides information about general operations of your app. These measurements can be useful when troubleshooting support issues.

Here's How

1. In the tab bar, tap **System** to open it.
2. In the the list, tap **Performance** to open it. The Performance pane 41 provides information about your application's rendering rates and memory usage.

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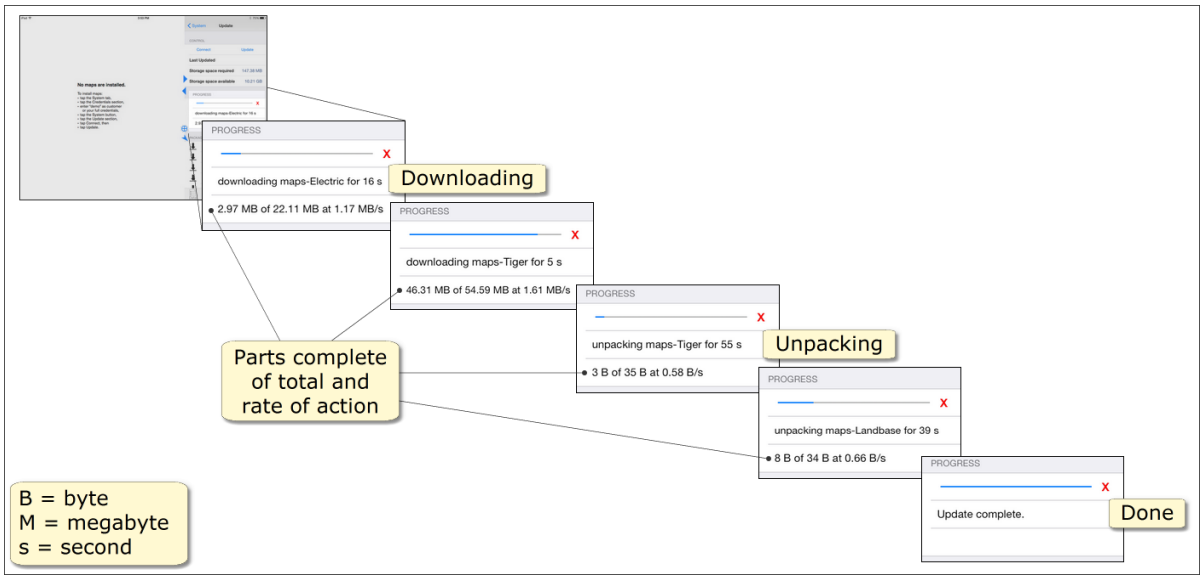
Download Performance

Find information concerning your mapset packages download in the **System** tab, **Update** 37 pane 37.



Update Information in the System Tab, Update Pane

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Appendix A. Frequently Asked Questions

Here are some Partner in iOS frequently asked questions and helpful tips. If you don't see your question, contact Partner 87 for the answer. This list will grow and benefit from your inquiries.

I'm having trouble viewing my screen. How do I adjust screen brightness?

Screen brightness controls for your device are found in **Settings>Wallpapers & Brightness**. For detailed instructions go to your **Apple user guide** 14 **>Basics>Customize [device]>Adjust the Screen Brightness**.

I'm seeing strange things in my display, but I'm not sure how to describe it to Partner support. What should I do?

When submitting a visual problem with the Partner on iOS software, please do the following:

1. Create a screenshot of the issue by pressing the **Power** button and **Home** button at the same time.
2. From your Home screen, tap **Photos** to open the Photos app.
3. Select the screenshot image.
4. Email it to support@partnersoft.com with a description of the problem.

See your user guide 11 if you need more information about any of these steps.

Apple's keyboard default settings make typing in my credentials really difficult. How can I change this?

Typing options (e.g., Auto-Correction and Auto-Capitalization) are managed in your iPad's Settings. Navigate to **Settings>General>Keyboard** to change these options. For more information, search your Apple user guide for the topic, Type Text.

Partner on iOS seems really sluggish and unresponsive. Also my maps seem cluttered and don't look so good. Any suggestions?

Speak with the person at your organization responsible for operating the Partner Map Publisher. The Map Publisher converts your traditional Partner map to the iOS

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format. Maps designed to run on a laptop or desktop may require some changes to be optimized for iOS devices.

Partner on iOS closed unexpectedly while I was working. What should I do?
Try removing your maps and reinstalling them. A network connection is required to reinstall your maps.

1. From your Home screen, reopen Partner on iOS. If you are unable to reopen, delete the app and go to the App Store and reinstall Partner on iOS. Reinstalling from the App Store requires a network connection.
2. Tap **System** and choose **Uninstall** from the list.
3. Tap **Remove Published Data** to uninstall your maps.
4. Tap **System** to return to the System menu.
5. Select **Update** to open the Update pane. (You may need to open **Credentials** to type in your log-in information if you have not selected the Credentials **Remember** option.)
6. From the Update pane tap **Connect** and then **Update** to reinstall your maps.

When updating my map, the process seemed to finish but no map appeared. The progress message stated `Update complete.` but the map pane showed the `No Maps installed` message. When I tap Update again nothing changes. What should I do?
Uninstall any map data and then **Update**.

1. Tap **System** and choose **Uninstall** from the list.
2. Tap **Remove Published Data** to uninstall your maps.
3. Tap **System** to return to the System menu.
4. Select **Update** to open the Update pane. (You may need to open **Credentials** to type in your log-in information if you have not selected the Credentials **Remember** option.)
5. From the Update pane tap **Connect** and then **Update** to reinstall your maps.

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Appendix B. Useful Links

Partner on iOS web site FAQ: http://partnersoft.com/products/ios/FAQ/index.html

Apple: http://www.apple.com/

Partner: http://partnersoft.com/

Partner Sales: http://partnersoft.wufoo.com/forms/x7x2q5/

Partner Support: http://www.partnersoft.com/support/contact-support/

Documentation: www.partnersoft.com/email_form/ios_documentation/index.html

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